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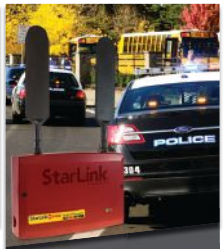

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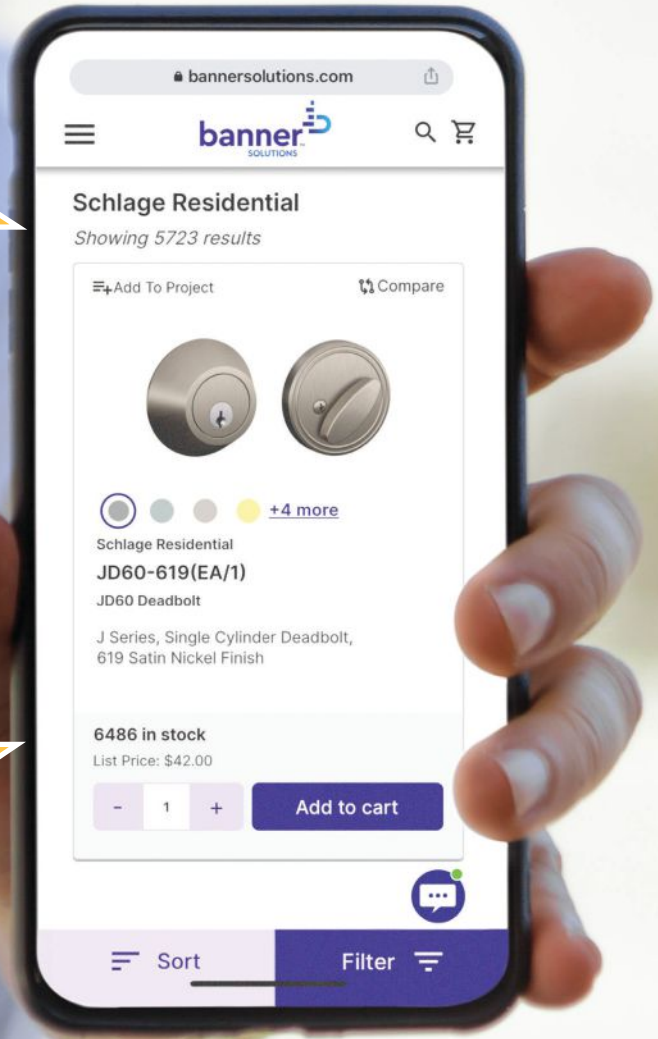

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FEATURES

COVER FOCUS: Residential Security

10 SMART LOCKS: FOCUS ON THE DOOR
As smart locks and networked cameras/doorbells gain momentum, the focus is returning to the door. More homeowners – and multifamily property owners – are looking to add convenience to the simple function of granting, or not granting, permission from wherever, in addition to seeing and communicating with anyone at the door.

14 INTEROPERABILITY IS KEY
Interoperability among IoT devices is driving the smart home's meteoric rise. The influx of smart home devices flooding the market over the past few years has created a bit of a dilemma for consumers as they look at the best way to get these devices to work seamlessly together, while being customizable and able to adapt as new devices are added

18 VENUS AND MARS
The stars aligned for Venus and Mars Locksmith in Hammonton, N.J., profiting through superior customer service.

24 THE KEY TO RESIDENTIAL SUCCESS
About 30 years ago, New Jersey locksmith David Sykes started his successful locksmith business out of the back of his station wagon.

Commercial / Residential Hardware

46 PRODUCT SPOTLIGHT: DECORATIVE DOOR HARDWARE
Help your customers upgrade their openings with stylish contemporary and traditional locks, handles and trim.

Installations

28 CLOSE THAT DOOR!
Door closers on residential doors can keep pets and children from unauthorized exits and help save on utility costs. We install a PDQ 3100 light-duty surface door closer.

32 MULTI-POINT INSTALLATION
Door floor sleeve installation provides a security upgrade for this opening. This hands-on job involves careful consideration of door alignment and drilling into tile and concrete flooring.

Electronics & Access Control

36 WIRELESS: TOP 10 QUESTIONS TO ASK
These 10 questions should serve as a guideline for asking the right questions when investigating potential wireless locking solutions.

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Contents July 2023

Sales & Marketing

38 NATIONAL AVERAGE PRICE SURVEY
Results are in from our 2023 National Average Price Survey. In general, most prices stayed the same or increased slightly over 2022 results.

Automotive

40 START YOUR ENGINES
The May 15 Locksmith Live webinar session featured a discussion about getting into the high-tech specialty of automotive locksmithing. Wayne Winton hosted this free online discussion featuring Jareth Garza, the force behind The Locksmith Academy, and UHS Hardware's Tirso Navarro.

42 AUTOMOTIVE TRAINING GUIDE
Automotive is one of the many training tracks offered at ALOA 2023, Aug 6-12 in Orlando, Fla. Pre-register now for 10 excellent automotive training classes at ALOA or for training available through manufacturers and distributors.

COLUMNS

8 Editorial
58 The Back Page

DEPARTMENTS

42 Automotive Training
46 Product Spotlight
48 News Briefs
51 People in the News
52 New Products
55 Classifieds
54 Market Place
54 Hot Spots
56 Index of Advertisers
56 Calendar of Events

» www.LocksmithLedger.com

State of the Industry:
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by Paul Ragusa,
Senior Editor

Smart Lock Growth A Unique Opportunity

I know, I know, you've heard this all before, but hear me out … We here at Locksmith Ledger can talk until we are blue in the face, but we hope seeing the data and research behind the growth of smart locks and the smart home, in general, will speak louder than words. For example, looking at the latest Parks Associates' research (see article on page 10), between 9- and 11-percent of U.S. internet households, or more than 12 million households, own a smart door lock, nearly double the adoption rate five years prior. Add to that the fact that purchase intention for smart homeowners has returned to pre-pandemic levels, and we are poised for continued strong growth for smart locks over the next five years.

And for those who don't pay much attention to residential work, these findings are still quite relevant, as multi-dwelling units (MDUs) or multi-family settings are areas showing tremendous interest in smart locks. Of particular interest, Parks reveals that about three out of four MDU property managers find the ability of smart door locks to minimize key replacement costs "very appealing," while 73 percent of MDU properties with smart door locks use the devices to grant access to units remotely for unaccompanied viewings, package delivery, or third-party services. What's more, one-third of MDU property managers report that their residents are demanding the ability to enable remote access to apartment units. Beyond MDUs, healthcare and schools are two areas of growth for smart locks as well.

The Z-Wave Alliance's 2023 Ecosystem Report (see article on page 14) has similar findings on smart lock growth, and provides interesting insight into the purchase channel, as smart locks, gates and security systems have the highest purchase rate from a dealer, integrator or professional installer, as opposed to DIY, for example. In addition, smart door locks were a close second behind networked cameras for top devices survey respondents are most interested in adding to their smart home system.

As Z-Wave Alliance Executive Director Mitch Klein points out, while installers will always need to know the mechanical side of things, adding knowledge on the smart-lock side can help grow their business. "That's something I would really drive home for your readers is not to be afraid of the technology, but to embrace it, because there are enormous opportunities for that marketplace."

Klein makes some keen observations on the whole DIY vs. professional installation debate, noting that DIY is not only raising overall awareness of smart home offerings but also driving business to installers, as consumers find they need help in adding devices like smart locks to their existing smart home ecosystem, such as smart doorbells and Wi-Fi enabled networked cameras.

But, hey, don't take it from me … the numbers tell the story.

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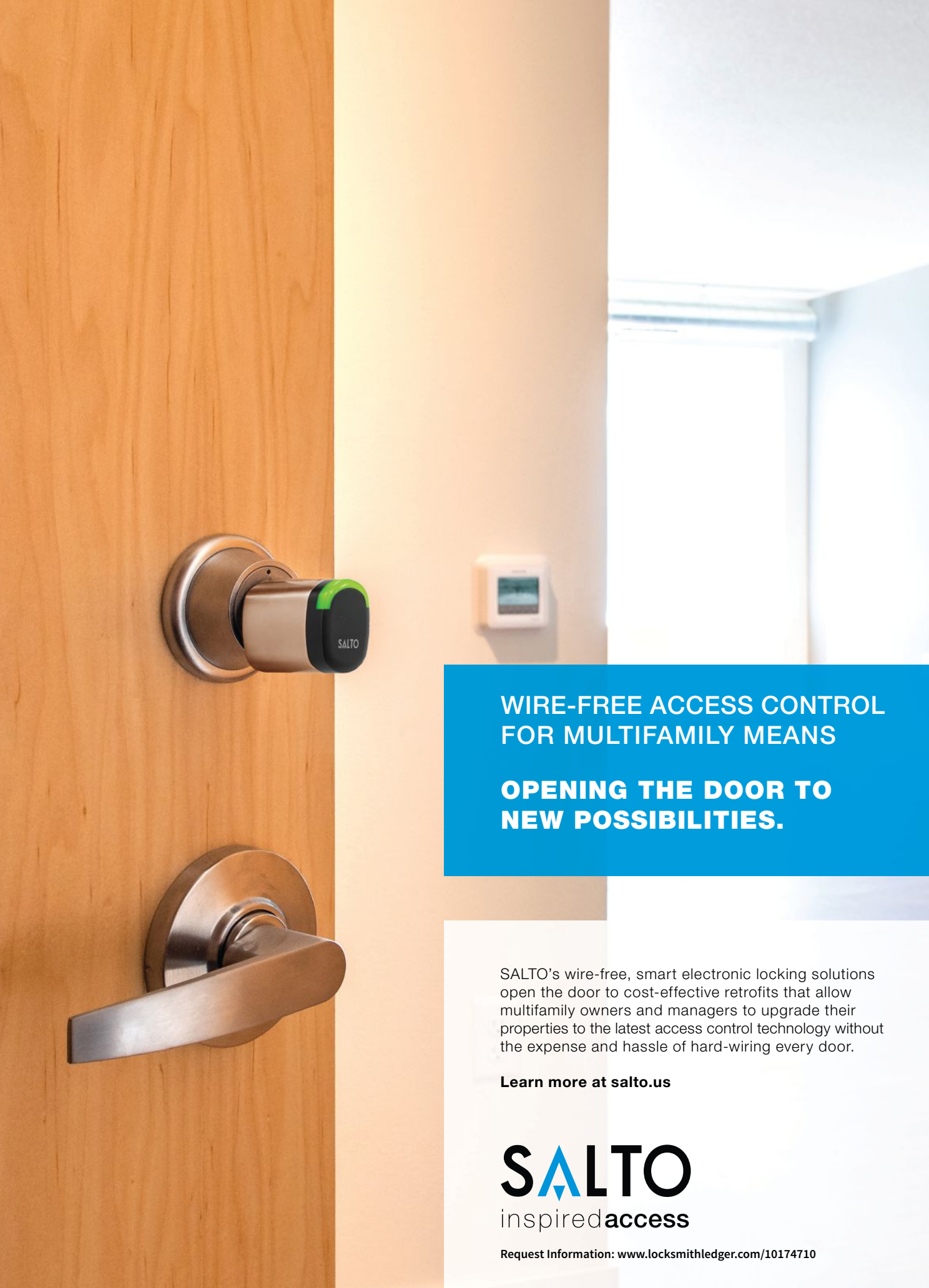

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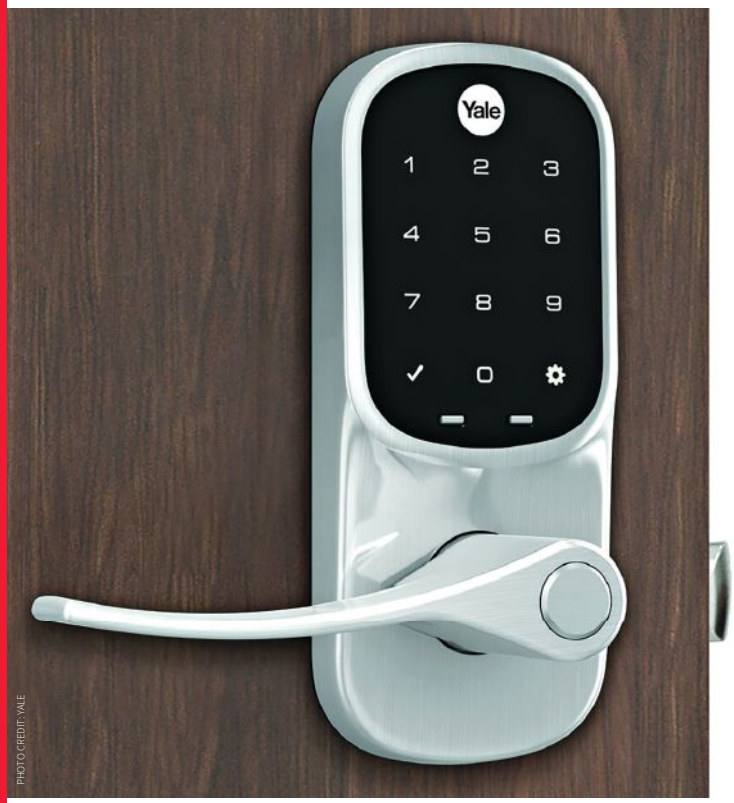

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» Yale's Assure Lever smart lock

Smart Locks Opening Doors for Locksmiths

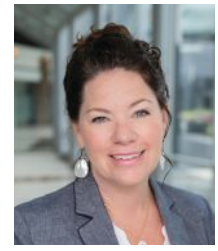
Smart locks and networked doorbell cameras gain momentum in home and multifamily settings.

Residential security has seen swift changes over the past 10 years, especially with the surge in smart home products, services and options. From smart doorbells and locks to thermostats and blinds to gates and garage doors – you name it and there is a smart sensor for it connected to an app or network.

Fortunately for residential security professionals, the focus is returning to the door, as more homeowners – and multifamily property owners – are looking to add convenience to the simple function of granting, or not granting permission, from wherever, in addition to seeing and communicating with anyone at the door.

Looking at the latest Parks Associates' research, between 9 and 11 percent of U.S. internet households, or more than 12 million households, own a smart door lock, nearly double the adoption rate five years prior. Following a dip in 2020, smart lock purchase intention has returned to pre-pandemic levels.

"Although purchase rates have remained consistent, purchase intention decreased during 2020, corresponding to the COVID-19 pandemic and the downturn of economic activity that came with it," Parks Associates President and CMO Elizabeth Parks tells Locksmith Ledger, noting that although purchase intention has rebounded since 2020, "there is still a considerable discrepancy between purchase intention and actual purchase rates, indicating that there are factors inhibiting actual purchase."



» Elizabeth Parks, President and CMO, Parks Associates

She continues, "Both current smart device owners and non-owners display intentions to purchase a smart door lock, but households owning smart home devices already have intentions nearly three times those of households without any smart home devices."

According to Parks Associates' consumer data based on smart home device owners, 28 percent responded that they are very likely to purchase a smart lock, while 8 percent of non-smart home device owners reported that they are "very likely" to purchase. "Smart home device owners understand the value of these kinds of devices more than non-owners," adds Parks.

Consumer reported market share among smart door lock manufacturers has remained consistent for the most part since Q4 2020, according to the research firm, with Google Nest and Yale continuing

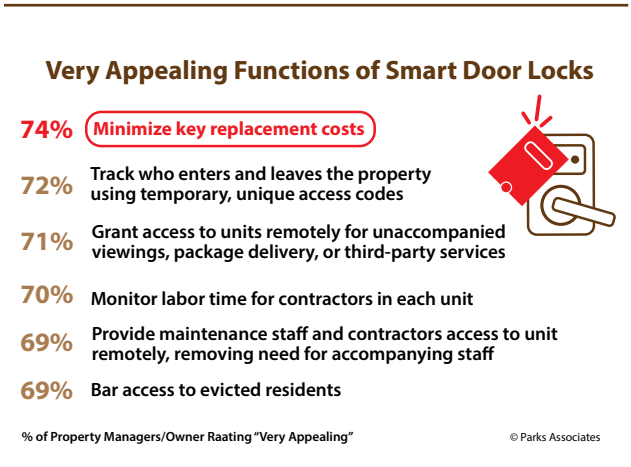
to be the "pre-eminent brand (s) in the space, making up just over a fifth of overall market share," says Parks. "Brinks and SimpliSafe have remained the next biggest brand (s) with market shares just above 10 percent. August and Baldwin have both had their market share fall compared to record highs in 2020."

When it comes to connecting locks and access control to the entire smart home ecosystem, affordability, smart phone interoperability, privacy and quality top the list of important factors for lock brand, according to the latest Parks Associates' data. "Affordability is the biggest factor influencing smart door lock brand and purchase," notes Parks. "Like other connected devices, perceived value is paramount to consumers. However, privacy and data security are also very important, with 27 percent of door lock owners in Q4 2021 indicated that they made their purchase based on what brand they trusted most to keep data secure."

Keypads a Must-Have Feature for Smart Locks

As the smart home and smart lock gain prominence, 47 percent of households that plan to purchase a smart lock indicate a keypad is a must-have feature.

"Convenience is the driver behind the keypad," notes Parks. "Despite the popularity of keyless and touch entry, users indicate that maintaining a traditional key option is still important for smart locks. Nearly 40 percent of all smart lock owners indicate that their lock's keypad is a useful feature for guest access needs such as housekeeping visits, package deliveries, and visits from friends."


Very Appealing Functions of Smart Door Locks
74% Minimize key replacement costs
72% Track who enters and leaves the property using temporary, unique access codes
71% Grant access to units remotely for unaccompanied viewings, package delivery, or third-party services
70% Monitor labor time for contractors in each unit
69% Provide maintenance staff and contractors access to unit remotely, removing need for accompanying staff
69% Bar access to evicted residents
% of Property Managers/Owner Raating "Very Appealing"
© Parks Associates

While user codes and other forms of keyless entry are prominent features of smart door locks, "homeowners can assign codes to individuals both inside and outside of the household, and records of those codes can be stored in the accompanying mobile app," Parks explains. "Having a record of codes and when they are used provides a clear picture of who is coming in and out of the house. This, in turn, improves automation and security options. Housekeepers, guests, babysitters and others can all be given temporary codes that get them conveniently in and out of the home but are also kept track of."

She adds that other must-have features for smart locks include safety and security features including open door alerts, tamper alert, and video integration, noting, "Also, the keypad, use of app to unlock, and even traditional keys are top features consumers want."

Multifamily Space a Big Opportunity

Multifamily or multi-dwelling units (MDUs) are an area of strong growth, with about three out of four MDU property managers finding the ability of smart door locks to minimize key replacement costs "very appealing," according to the latest Parks research. In a recent white paper, Smart Locks and Access Control Supply Chain: Scaling Innovation, which Parks did in partnership with PassiveBolt, researchers found that while most residential door locks installed in the U.S. are mechanical, "an increasing number of exterior locks in single-family homes are being replaced with smart door locks. Across single-family, multi-family, retail, and commercial spaces, builders and owners are adopting connected entry solutions to create more secure and functional spaces."

Smart door locks and associated whole-building access control systems, they found, have fueled the recent acceleration in smart apartment adoption while several major production builders now include them in standard specifications. Feature innovations, such as biometric verification, integrated video cameras, voice control via smart speakers, and integration with home delivery services, help to "raise awareness and value perceptions of smart door locks," researchers noted, adding that increased awareness "triggers sales in retail, security, home builder, and system integrator channels."

MDU owners/operators value smart access control for security, convenience, and OPEX savings, they said, as properties want to grant access to units remotely for unaccompanied viewing, assist with package delivery, control who had access to units, and make key replacement more efficient. Some key data points:

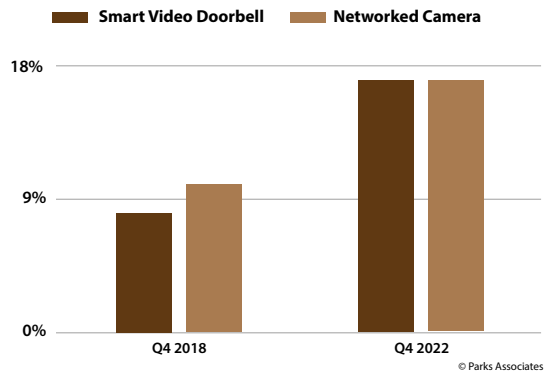
- 73% of MDU properties with smart door locks use the devices to grant access to units remotely for unaccompanied viewings, package delivery or third-party services.
- 65% use the locks to track who enters and leaves the property using temporary, unique access codes.
- About three out of four MDU property managers find the ability of smart door locks to minimize key replacement costs "very appealing."
- One-third of MDU property managers report that their residents are demanding the ability to enable remote access to apartment units.

Safety and security remain the leading purchase drivers of smart home devices. Smart door locks and smart access control systems provide a foundation of security by helping consumers and building owners/operators monitor and secure

the primary access points. Typical use cases for smart door lock and access control systems:

- Grant entrance access remotely.
- Receive electronic real-time notifications of who is entering and leaving.
- Assign permanent and temporary virtual key with access schedules for specific days and times.
- Change or revoke access privileges at any time.
- Trigger tamper and forced entry alarms that warn of a possible break-in.

Smart Video Doorbells and Cameras: Adoption amoung US Internet Households



At its 27th annual CONNECTIONS Conference in May, Parks Associates released the white paper "Gating Access: Challenges in Multifamily Properties," in partnership with research sponsor Nimbio, analyzing the current state of access control adoption in the U.S. multifamily housing market. At least 70 percent of multifamily property managers and owners are interested in each of the top four use cases for smart door locks that were presented, with solutions that appeal to both residents and management. Currently, 11 percent of MDU residents live in a building with smart locks or an access control system, and these results indicate significant market opportunities for access control deployments and retrofits.

"Multifamily properties are increasingly adopting access control technology to ensure that only authorized persons can enter the property," says Kristen Hanich, research director, Parks Associates, and author of the white paper. "Access control systems offer a wide range of benefits, including increased operational efficiency, reduced labor costs, and improved safety and security for residents."

The white paper reveals that access control technology is more commonly adopted in communities that charge higher monthly rents. However, the adoption of these solutions is expected to increase as the business case for deploying access control technology continues to evolve. The research provides insights into access control, smart locks, and smart gating solutions, including use cases, deployment models, best practices, and priorities when retrofitting.

Networked Cameras and Smart Doorbells Still Hot

Networked cameras and smart video doorbells will see continued steady growth, with each device category reaching 17% adoption among U.S. internet households at the end of 2022, and combined, they will exceed $3.8 billion in sales revenue by 2027, according to Parks research.

The research firm notes that quarterly consumer surveys indicate networked cameras and smart video doorbells will continue steady growth due to persistent popularity and clear security use cases. Parks forecasts that close to 30 million U.S. internet households will have a video doorbell or smart camera by 2027. The firm's consumer data, including quarterly surveys of 10,000 U.S. internet households, shows that 57 percent of video doorbell owners report safety and security as a factor for purchasing the device. Thirty percent of internet household report plans to purchase one of these devices within the next year.

"Video devices continue to see sustained growth, even in a tough economy," says Jennifer Kent, VP, research, Parks Associates. "Due to consumer interest and intense competition in the space, smart cameras are rapidly improving in quality and features, and their advanced AI features enable new use cases and revenue opportunities."

In addition, Parks Associates finds 7 percent of U.S. internet households have solar power generation, 41 percent have a smart home device, 55 percent have a smart TV, 51 percent have a smart speaker, and 25 percent have professional monitored security services.

AI Increases Value Proposition

Interestingly, Parks research found that Artificial Intelligence (AI), including face recognition, can be a key differentiator for smart home providers by their enhancing safety, convenience, and personalized value propositions, with 86 percent of consumers reporting at least one AI feature as important to their purchase decision for a smart video doorbell or camera.

"Face recognition creates operational savings for security monitoring, reduces the time and effort to validate the security event, and provides verification data to first responders to reduce response times and fines for false alerts," Parks says.

While consumers are interested in new technologies like AI, 26 percent said that data concerns could be an impediment to adoption. Parks notes that consumers are concerned not only about unauthorized access by hackers and bad actors but also how the product and services companies are storing and using their data.

"Face recognition technology is poised to expand beyond home security and will also cater to other verticals," notes Parks. "Our research shows only 37 percent of consumers trust the companies that have access to their personal data, so industry players will have to address increasing concerns over privacy and data security concurrently, as they integrate these new capabilities into their solutions."

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by Paul Ragusa

» The August Smart Lock Pro

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Bringing It All Together

Interoperability among IoT devices driving the smart home's meteoric rise.

The influx of smart home devices flooding the market over the past few years has created a bit of a dilemma for consumers as they look at the best way to get these Internet of Things (IoT) devices to work seamlessly together, while being customizable and able to adapt as new devices are added to their smart home ecosystem. Organizations such as the Z-Wave Alliance, which has more than 4,000 Z-Wave registered devices, and The Connectivity Standards Alliance, which has more 5,000 Zigbee registered devices, are leading the way around interoperability, providing a standard for manufacturers and consumers to get behind and trust.

Both organizations have been making big strides over the past few years in creating more transparency, adding new members and advisors, while providing more resources, testing and research to help the smart home become truly open and interoperable. Add to that the rise of the new open standard, Matter, and we have some very interesting times ahead for the smart home.

Z-Wave Alliance

The Z-Wave Alliance, a standards development organization dedicated to developing and advancing Z-Wave technology as an open and internationally recognized ITU standard (G.9959) for smart home and IoT solutions, revealed in its 2023 Ecosystem Report that interoperability consistently ranks as a top feature that both current Z-Wave owners and non-owners define as "a must" in any additional products that they look to purchase.

"The 2023 Z-Wave Ecosystem Report provides a much-needed referendum on interoperability," says Z-Wave Alliance Executive Director Mitch Klein. "Interoperability isn't top of mind when you go out to buy your first product, but once you start realizing that you've got multiple products and how they should be interoperating and what they should be providing, we are seeing people pay much more attention to the entire smart home ecosystem and what that should look like."

Klein is spot on as the report shows a direct relationship between the number of smart home devices owned and the importance of interoperability, which increases exponentially as more devices are owned. In the U.S. alone, 54 percent of device owners consider interoperability an important consideration in their next purchase. And with both market maturity and an increasing average number of devices owned, consumer interest in interoperability will continue to increase. In addition, the report notes that interoperability with products already owned is a top requirement for future purchases across all three European countries (Germany, France and the UK) as well as the U.S. market.

Recent Z-Wave news includes surpassing 4,100 certified devices, new board members and

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membership options for individuals and schools, as well as the completion of the Z-Wave Source Code Project, which opens development of Z-Wave and enables members to contribute code to shape the future of the protocol under the supervision of the new OS Work Group (OSWG). Z-Wave also released the first Z-Wave Long Range (Z-Wave LR) products, a specification that uniquely enables IoT applications beyond the home. With a range of up to a mile away, Z-Wave LR provides the performance and scalability needed in MDU and hospitality deployments, for example, which Klein notes are two giant untapped markets for smart products and smart locks, especially.

Security Driving Decisions

As Klein points out, "There's no question that security continues to drive the smart home marketplace, not just in the U.S., but also in the UK and France. And we're also seeing that Z-Wave continues to be the go-to technology that the door lock companies are deploying. We've got, of course, all the legacy companies building great new products, whether you're talking about Yale or Kwikset or August, for example. And then we have start-ups and companies like Kaadas, which is big in Europe and is now focused on the U.S. market."

The Ecosystem Report provides interesting insight into the purchase channel, as smart locks, gates and security systems have the highest purchase rate from a dealer, integrator or professional installer. Interestingly, the top 5 devices respondents are interested in adding to security are:

- 77% Wi-Fi Networked Camera
- 74% Smart Door Lock
- 73% Smart Video Doorbell
- 72% Smart Smoke/CO Detector
- 71% Smart Light Bulb

Top 5 devices respondents are interested in adding to home control system:

- 77% Wi-Fi Networked Camera
- 72% Smart Door Lock
- 71% Smart Video Doorbell
- 68% Smart Smoke/CO Detector
- 66% Smart Light Bulb

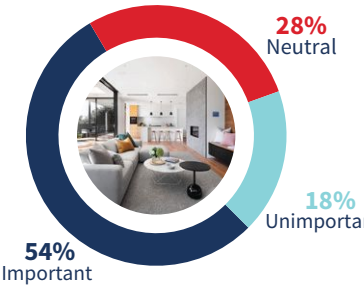
DIY vs. Professional Installation

While not new, the whole DIY vs. professional installation debate continues. Interestingly, the Z-Wave report reveals "ample opportunities for the professional channel to enable direct-to-consumer sales of add-on devices," as a strong pattern has emerged suggesting growing consumer confidence for investing in smart home products (see on left for top devices of interest).

"Clearly a do-it-yourself marketplace helps to increase the total addressable market," says Klein. "We are seeing DIY helping to drive the size of the market but also to drive business to professionals."

Similar to what Park Associates found in its research (see article on page 10), Z-Wave's report shows significant growth for smart locks over the past few years. Klein points out that while installers will always need to know the mechanical side

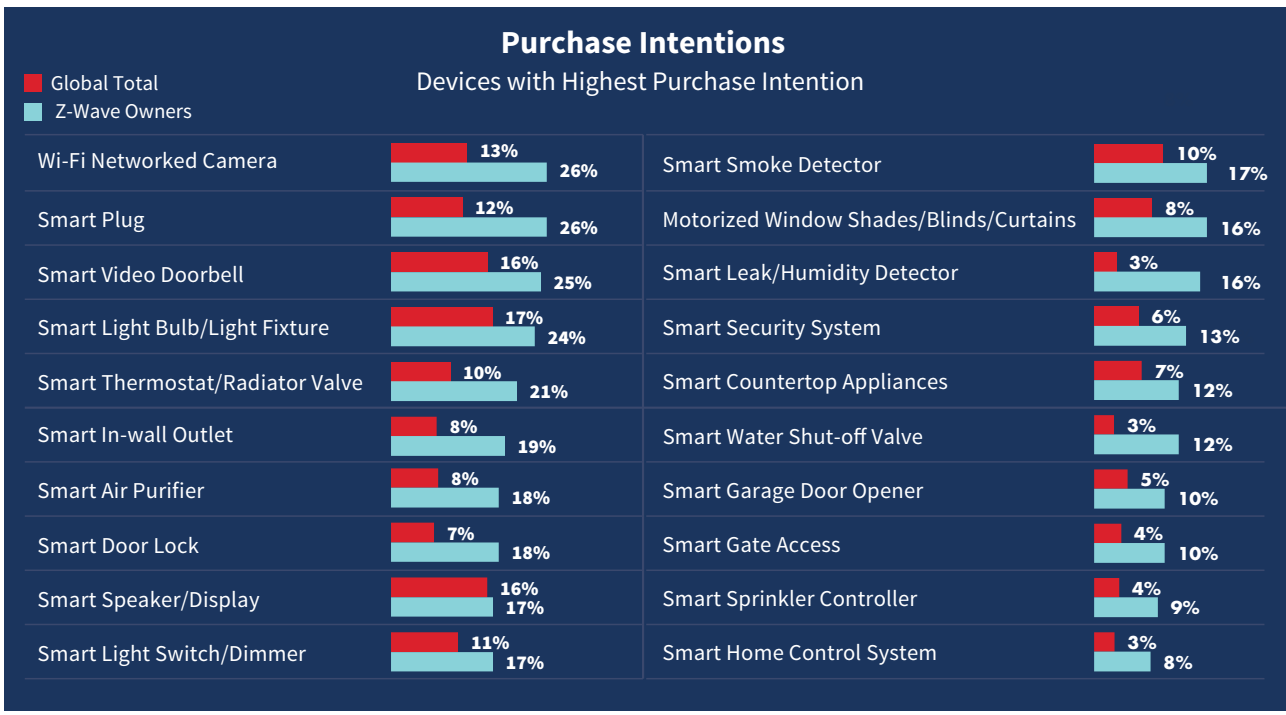
Importance of Interoperability for Next Smart Home Purchase



STATS PROVIDED BY Z-WAVE ALLIANCEE

Purchase Intentions

Devices with Highest Purchase Intention


Global Total
Z-Wave Owners
Wi-Fi Networked Camera 13% 26%
Smart Plug 12% 26%
Smart Video Doorbell 16% 25%
Smart Light Bulb/Light Fixture 17% 24%
Smart Thermostat/Radiator Valve 10% 21%
Smart In-wall Outlet 8% 19%
Smart Air Purifier 8% 18%
Smart Door Lock 7% 18%
Smart Speaker/Display 16% 17%
Smart Light Switch/Dimmer 11% 17%
Smart Smoke Detector 10% 17%
Motorized Window Shades/Blinds/Curtains 8% 16%
Smart Leak/Humidity Detector 3% 16%
Smart Security System 6% 13%
Smart Countertop Appliances 7% 12%
Smart Water Shut-off Valve 3% 12%
Smart Garage Door Opener 5% 10%
Smart Gate Access 4% 10%
Smart Sprinkler Controller 4% 9%
Smart Home Control System 3% 8%

STATS PROVIDED BY Z-WAVE ALLIANCEE

of things, adding knowledge on the smart lock side can help grow their business. "That's something I would really drive home for your readers is not to be afraid of the technology, but to embrace it, because there are enormous opportunities for that marketplace."

CSA and Matter

Established in 2002, The Connectivity Standards Alliance (CSA) is the foundation focused on the future of the IoT, with a wide-ranging global membership that collaborates to create and evolve universal open standards for the products transforming the smart home and beyond. CSA's release of Matter 1.0 last year and Matter 1.1 in May has created momentum within the smart home industry. Matter is an open-source connectivity standard for smart home and Internet of Things devices, with the goal to make smart devices work with each other regardless of which company manufactures them.

"This is a major inflection point for the IoT," says Tobin Richardson, president and CEO of the Connectivity Standards Alliance. "As we become more connected and break down the walls between the digital and physical world, we need to work together to make those connections meaningful. Matter and our membership are tackling this challenge head-on. With collaboration, inclusiveness, and a deep sense of responsibility to the market and consumers, Matter has the power to create a more connected, safe, and useful Smart Home."

Since the release of Matter 1.0 in October 2022, CSA has seen 17,991 downloads of the specification with 1,135 new products certified by the Alliance. Matter's momentum has resulted in more than 60 members joining the Alliance since the specification's release. "These statistics demonstrate we are well on the way to the future we envision for the IoT, where Matter aims to solve problems for security, connectivity, innovation, complexity, and trust," CSA said.

With the initial launch of Matter, a variety of popular smart home product categories are supported including lighting and electrical, HVAC controls, window coverings and shades, safety and security sensors, door locks, video players, protocol bridges and controllers embedded in many different kinds of products.

In addition to teams working on cameras, home appliances and more advanced energy management use cases, the Alliance formed teams to work on closures (such as doors and gates), environmental quality sensors and controls, smoke and carbon monoxide detectors and ambient motion and presence sensing. The Alliance has called on all interested companies looking to develop connected solutions in these areas to join the Alliance and build what's next in Matter.

The recent release of Matter 1.1 is the result of the collective effort of hundreds of companies and individuals who have gathered as members of CSA and contributed to the ongoing progress and success of this evolving technology. CSA says Matter 1.1 creates an improved path forward for developers, and new user experiences, making it easier for device makers and developers to get started with Matter, and to more easily certify products they've developed and get them to users faster. Matter also enhanced support for battery-operated devices — an important feature across many smart home categories.

"The promise of Matter is the accelerated proliferation of connected things by bringing simplicity and interoperability to consumers who can now mix and match products from different ecosystems with greater ease and reliability," says Matt Johnson, CEO of Silicon Labs. "And the foundation of Matter's interoperability begins at the silicon level. Silicon Labs is proud to have contributed our breadth of protocol support, depth of wireless expertise, and focus on the IoT to Matter's development."

One of the benefits and differentiators of Matter is its publicly available specification and open-source software development kit (SDK) that allows all developers to work from a common specification and code base. Of course, it's important that those tools are easy to work with, so CSA has taken feedback and learning from members and early developers and made clarifications and clean-up to the specification. This will make it easier for developers to dive in, understand, and use the specification. It's also easier for developers to contribute to the Matter specification, with better guidance for contributing support for new device types.

With the goal of a twice-yearly release cycle, CSA is actively working on the next version of Matter with new features and device type support expected later this year. As an open, industry standard, companies interested in bringing their ideas and device-type support to Matter can join the Connectivity Standards Alliance and the Matter Working Group.

Interoperability Test Facility

Further accelerating that future, the Alliance announced the launch of its Interoperability Testing Facility (ITF) for Matter products in Portland, Ore. This facility provides interoperability testing services to members of the Alliance developing Matter products for certification. It includes an extensive range of Matter controllers, hubs, and end devices configured to check the most typical sets of devices and installation configurations found in residential settings.

Interop testing goes even further than the specification compliance testing performed for certification purposes. It enables checking of product behavior and user experience in real-life settings with a variety of different products, hubs, and controllers across different brands, and in various network configurations, including mobile apps and controller interactions, providing feedback to device, app, and platform makers, with a goal of enabling increased product quality and an improved user experience.

Members may utilize these facilities by booking slots to attend in person, witness interop testing, or send their products to be tested in their absence. The ITF also provides a testing environment for Zigbee products. To book a slot, please email your request to interop@csa-iot.org.

by Steve Kaufman

» Mike Hitman, owner of Venus and Mars Locksmithing

Succeeding in the Residential Market

The stars aligned for Venus and Mars Locksmith, profiting through superior customer service.

Mike Hitman is the owner of Venus & Mars Locksmith in Hammonton, N.J. He has built a successful locksmith business by providing great customer service in a relatively small market. He shared some of his tips for starting and running a locksmithing business with Locksmith Ledger.

Locksmith Ledger: ***Mike, if I remember correctly, you started out operating your locksmith business out of the family-owned auto parts store, correct?***

Mike Hitman: Yes, I would've been 3rd generation if it were allowed, but it didn't work out that way. Before that didn't work out, I had started tinkering with locks and keys as a hobby. It was a legitimate business when I left the family business.

LL: ***How did the lock thing begin for you?***

MH: I began learning to duplicate keys at the age of 10 or 11. The store had already been doing this for the public and I learned to identify and make auto and house keys. We were able to make better keys than the other places in town since we would adjust and calibrate our machines. We knew how to cut keys when the original was worn out and we didn't have many coming back.

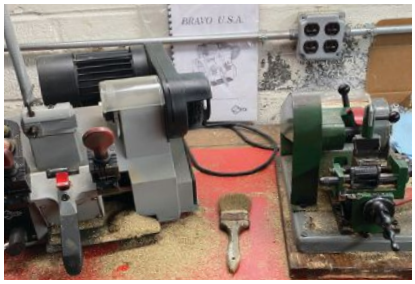
LL: ***How did you transition from that to knowing how locks worked, etc.?***

MH: When I was about 15, I went to the local public library and found two books on locksmithing. I checked them out, brought them home and for whatever reason, they proved to be not very helpful at all. I brought them back and put the dreams of understanding locksmithing back on the shelf with the books themselves.

LL: ***What happened next?***

MH: Like any kid, I loved locks. Fast forward about 15 years. I'm 30 years old and still working at the family's auto parts store but completely dissatisfied with it. My great uncle had a store named the same as ours but in Pitman, N.J. I went to work there once a week.

I was eventually introduced to Vicky. I started hanging out at her house a bit. She lived in



» Limited workspace

a very old, worn-out Victorian-style house with bit key locks throughout. She was a single mom with two young daughters, and the bathroom door didn't lock, which was unacceptable. I took it apart, figured out how to fix the broken spring and got it to lock. I worked my way through several other locks and was successful. Vicky was impressed and encouraged me to take locksmithing seriously since she knew how unhappy I was with my current work situation.

I went to visit the guy who'd been the town locksmith. When I showed up, he was literally packing boxes; he was done and moving on. He offered to sell me some tools and showed me a few things.

LL: So now you were ready to be in the locksmith business?

MH: Not quite yet. He showed me information about the Little Falls, N.J., locksmith course. I started the correspondence course and every project I was sent in the mail was fun and interesting. I was successful at the tasks and felt good about things.

In 1990 we drove down to the county seat to register my business name. We looked through all the books and didn't find a Venus & Mars Locksmith, which means Vicky and Mike, women and men. I opened a bank account with my new business name. As soon as word got out that the town locksmith was gone, I was able to carve out some counter space at the auto parts store and that's how it began and grew more each month.

I was already mechanically inclined, had worked as an auto mechanic and while in Michigan even worked for a fastener company so I learned the nuts and bolts about nuts and bolts. I didn't have to add too much to the basic set of tools I already had except for hole saws, etc.

LL: Did getting involved with locksmith associations help at all?

MH: Yes. As soon as the county phone book came out that spring of 1991, I got a call from 'Big Mike'. A locksmith from a neighboring town called to invite me to attend and then join the South Jersey Locksmith Association, which had just been formed in 1989. The friendships with the members, life long, as well as sharing of information, techniques and customers, have been invaluable to me.

LL: What portion of your business is residential? Have you noticed substantial changes since you began?

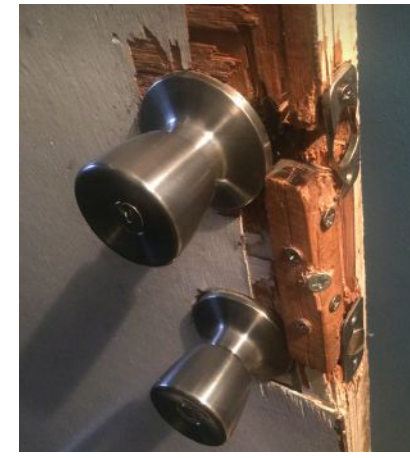
MH: I get a good mix of automotive, residential and light commercial so about a third residential. As far as my general approach to residential work, the hardware itself, I'm occasionally replacing locks that have been on the home for 30 years before they finally failed. With the locks I install now, I'll be back in less than five years to do the same. Like everything else, it's made to get out the door for sale as quickly as possible and not designed to last.

LL: There's the hardware and there's the people part of our business. Did you have a particular way of approaching things and has that changed over the years?

MH: No and I don't know either. These days I find myself asking a whole lot of questions before I go out. I'm not able to charge for my time on the phone but spending those few extra minutes to get the information I need will save time later. With people having the ability to send photos, I can see what they're talking about, and I like that. I finally have the questions down that I should be asking – is it an exterior door, etc. We still get requests for double cylinder deadbolts, and I won't do that typically.

LL: Are there times that you wonder if it's even worthwhile to even go out to a home?

MH: In this photo you can see the condition of the door and they only wanted me to fix what was there, not replace the door. I don't have the after photos, but I wound up using one long door wrap with both holes and the long 18-inch strike. I installed a passage knob and deadbolt, and they were happy.



» Customer only wanted the lock replaced, not the door!

LL: What would it take for you to say thanks but no thanks and not go out at all?

MH: The questionable situation. They're on vacation and their dogs are there. Sometimes it's a landlord who wants me to lock out a tenant without doing it correctly. At the beginning I'd answer the phones 24/7 and go pretty much anywhere at any time. I don't do that anymore. I had to be home to answer the phone back then so leaving had to be worthwhile. I did have one of the original mobile phones since we sold them at the store. I had the big, long wire with a magnetic antenna and stuck it on top of my first truck, which was a 1978 Chevy school bus. I ran it about three years, but I can tell you that when a school is finally selling a school bus, it's done, don't even consider it.

LL: You have a fairly unique-looking truck to go along with an interesting business name. Does this have any effect on your business?

MH: Some people will ask and others already know when it comes to the name. The uniqueness of the truck has definitely gotten me accounts. One of my commercial accounts had a guy working for them that really wanted to use me because I had the funny name and the crazy truck. 30 years later they're still an account of mine. I still get people calling for residential work who ask if I'm the guy with the purple truck.

LL: What else has changed over the years that's more of a challenge to deal with?

MH: When I got started, the finish options were really basic: Shiny brass was it and then some antique brass, dull chrome and oil-rubbed bronze. Another difference has to do with the choices people have when looking to buy lock hardware. You can sit at your desk and type in Amazon or Build and find what you need at ridiculous prices.

LL: So how do you deal with sources like this as far as competition goes?

MH: I try not to consider them competition. If I'm asked to install a product purchased from one of these sources, I tell them yes and I don't warranty anything. The same with someone who buys transponder keys elsewhere and wants me to cut and program. I tell them how much and that's whether they work or not.

If you buy it from me, here's the price. If it doesn't work, then you pay nothing. When asked to install any hardware purchased elsewhere, I quote my service call and hourly rate. Send me pictures of what's on the door now and I'll get you an accurate estimate. If it works, hooray! If it doesn't, it'll be on the door and you're on your own hooking it up. I'm not pushing any buttons. Even if I'm supplying the product, I don't want anything to do with their passwords, etc.

» Eye-catching Venus and Mars van

LL: What kinds of callbacks do you get and how do you handle those?

MH: I don't get many of those. If someone calls to say I rekeyed their house two years ago and they've lost the key, I tell them that I do not have another one. I do not keep records of this for several reasons. I don't want it; I don't need it because if you're locked out, I don't need that information to get in. If my house is compromised, I don't want them to have access to your information.

LL: How do you handle it when you're called to do something already attempted by someone else unsuccessfully?

MH: The typical one is "we bought these locks and just can't get them on and finally realized we should call a professional." One thing you'll see in these situations is that they'll have part of the hole ground out to fit the wrong backset. They think they have to make the hole larger instead of just using the correct backset latch or bolt or adjusting it properly. If I explain how to adjust the backset, I get such an appreciative response. If they ask about paying me, I ask if they bake. On more than one occasion I've gotten a box of treats. I'd rather not charge a service call to go out and twist the bolt to get the backset right if that's all they need.

LL: Do you ever find yourself being called to follow the work of another locksmith?

MH: Occasionally yes. Sometimes an emergency comes up and you have to leave a job unfinished, and the homeowner tries to finish it. There was a time before licensing when we were considered tinkerers, that a supposed locksmith would simply do a terrible job. There may be a master key system in place that was accomplished with plug filing, and I have to explain why a new lock is needed.

LL: I've noticed that you make it a point to not make people feel bad about their situation. Is this intentional on your part?

MH: It's okay, no reason to feel bad or stupid because you've locked yourself out again! I don't get my jollies from making others feel bad. I've locked myself out of things while on a job. I've

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locked myself out of the door I'm working on and have had to walk around the building to get back in. Back when I had the school bus as my vehicle, I was doing a job for a customer I've done many jobs for, and I locked my keys in the truck. I had to go ask for a coat hanger because all of my tools were in it. They were able to tease me for months each time I went back there.

***LL:* After many years of experience and all the wisdom you've accumulated over time, do you now have a particular approach you use with residential customers? Also, do you attempt to upsell customers or simply point out things they might benefit from taking care of while you're there?**

MH: Of course, to some degree you need to tell people when something's wrong or needs to be replaced, like when I replace or service a lock and let them know it needs to include a UL latch. I'll point out that all of your exterior doors should have a deadbolt. I also typically recommend when adding a deadbolt that the knob be changed to a passage function. I explain that it prevents you from accidentally being locked out. It also forces you to use the deadbolt when you're home and away. With all the big soft weather stripping being used now, it's much easier to compromise a latch. Most people agree. You're giving them what they want but not giving them something they shouldn't have.

***LL:* How do you deal with the frantic calls locksmiths tend to get?**

MH: People are sometimes frantic and I'm not. I didn't take any psychology courses, but I still will bring them down a bit and help them make a better decision and not be frantic. "I'm locked out of my house and need you right away!" "OK, are you in a safe place and where are you calling from?" I let them know I'll adjust what I'm doing now so I can get to you sooner. No matter how upset they are, I don't get upset with them and they can pick up on that. I've gotten plenty of comments about my calming effect and how much they appreciate it.

***LL:* Are you able to turn some of your residential customers into ones who call you for other types of work?**

MH: I do take the opportunity to remind people while I'm at their home that we do other work. I'll remind them that we also do automotive lock work. When I'm doing automotive jobs, I'll make sure they know we also do residential and/or commercial. Every job is an opportunity to acquire a new customer for all kinds of work in the future.

> "Every job is an opportunity to acquire a new customer for work in the future."

***LL:* It sounds like you're doing what you love and making a living from it.**

MH: I'm not all about making a ton of money. I grew up in the same town I'm in now and I feel that I'm here to provide a service to the local people first. Vicky would like it if I focused more on the making money end of things. She'll suggest that I spend too much time with people. Despite someone being a bit of a pain, it's a job and people deserve to be treated fairly and kindly. You have no idea who they'll tell about their experience, but you know people talk. Small towns can be a blessing and a curse.

People do still drive up to the house thinking I'm ready to take care of them because they see my truck and I'm here. There are times I wish I had a shop for them to come to, but I've never wanted to get into the payroll thing.

Some of the places I do work remind me of why, for example, I'll never be a landlord. I see what tenants can be like. I've been to way too many evictions; one eviction I was called to work had a guy inside who barricaded himself in. We didn't know that until I unlocked everything, and we still couldn't open the doors. People seem to be angrier these days and have no problem taking a stand and/or becoming aggressive. Domestic situations are never pretty and I'm much more cautious. Whenever I park, I make sure my truck is positioned forward for a quick exit just in case. Another thing I always ask is whether or not there are any pets since I don't want to have to run after a cat or dog that just got out.

***LL:* If you were taking someone under your wing now, what kind of wisdom would you be inclined to impart about residential locksmithing?**

MH: I would suggest that you pay attention to everything you see and be even more aware of the things you say. Do not say everything on your mind; sometimes I'll even be asked to sign a privacy statement that prevents me from talking about what I've seen. With homes, you don't go talking about some artwork you saw on a wall or how lovely or disgusting a kitchen was.

A long time ago I went to a residence to work on the front door. While surveying the door I commented "wow, this is a mess" and she got very angry. I looked up into the rest of the house and I realized she was a hoarder. The rest of the house was much worse than the door I was there to help with. She asked me to leave. That was the last time I made a comment like that.

I become friends with many of my customers and I really like that. The way I see it is that I get paid every day to do my hobby and I'm lucky I got into locksmithing.

Steve Kaufman is the sales manager for IDN Hardware out of its Philadelphia location.

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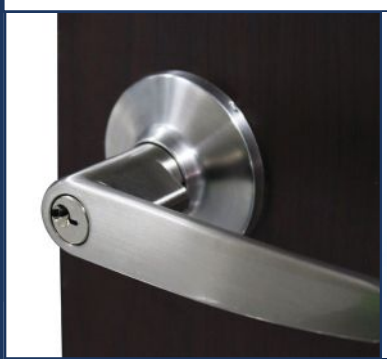

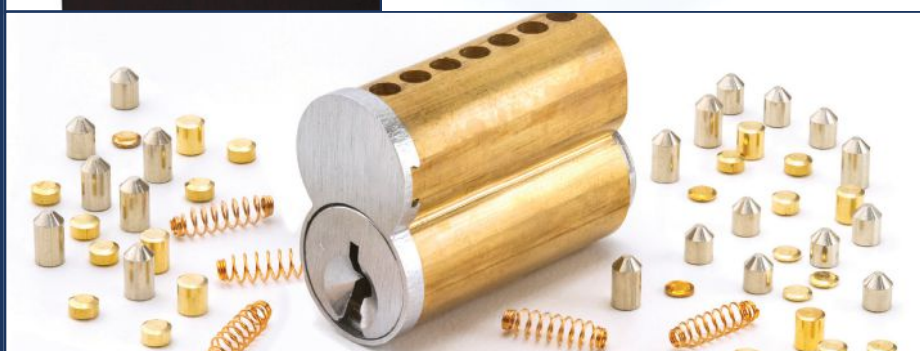

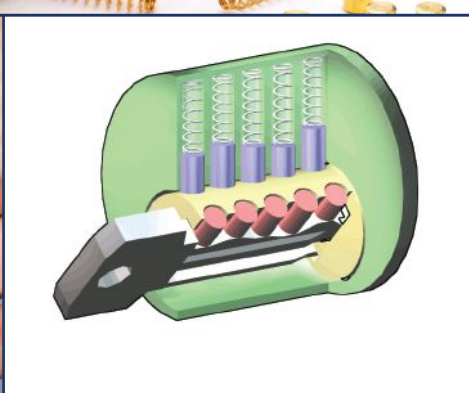

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by Steve Kaufman

» David Sykes

The Key to Residential Success

New Jersey locksmith David Sykes started his successful locksmith business in the back of his station wagon.

Every locksmith approaches their job differently. In the second part of our interview series, David Sykes, owner of David Sykes Locksmith in Cape May, N.J., shares his approach to the challenges of residential locksmithing.

Locksmith Ledger: ***Dave, is it true that you began providing locksmith services out of the back of your station wagon about 30 years ago?***

David Sykes: Yes, while working as a shoe salesman at a mall in Atlantic County, I realized that without a college degree, I wasn't going to move up into management, so I started thinking of what else I could do. And I wanted something more local since my commuting costs were going up. Then I happened to be looking at a Popular Mechanics magazine and saw an ad for Foley Belsaw. I began the course and would receive assignments in the mail, complete them and send them back. I remember getting a key and file and was taught to file a key using the smoking method. By this time, I was working for a local hardware store six days a week.

LL: ***Did they do some lock work at the hardware store?***

DS: Yes, I trained under the resident locksmith who ran the key counter and – in addition to doing the lock work for the store – had his own business going. He taught me the basics of key identification and duplication. Unfortunately, he passed away so now I was the one handling things. I learned how to calibrate and maintain the key machines, and I was also doing the rekeying for walk-in customers.

LL: ***So now you and your station wagon were ready to hit the road as the locksmith? Tell me more about your station wagon era?***

DS: I had my station wagon and two 50-foot extension cords and a little Ilco 040 key machine. I remember using the hatchback to keep myself dry when it rained. I'd use my one-hour lunch break to make service calls, rekeys, and repairs around town. I got a 15% discount from the store so there wasn't much profit with parts, but I'd make some money on the labor and tips. With my small business

set up and registered, I started getting work via word of mouth and slowly built things up from there. I was even able to upgrade to a used van!

Later I worked in the maintenance departments at two historical sites in Cape May as an institutional locksmith, while still running my part-time locksmith business. It was interesting working in that environment for a while, but then I went to work full-time for another locksmith before going off on my own.

LL: Fast forwarding to now, what percentage of your work would you say is residential locksmithing and what kinds of change have you seen since you began?

DS: I'd say at least 40% if not more is residential. I've seen lots of change, good and bad. The quality of hardware seems to have declined somewhat. I used to be able to service the same Kwikset knob lock for 10-15 years without a problem, other than it tarnishing from the weather. Also, the finish, design, and features of the hardware are becoming more important to the customer, so it's not one size fits all anymore.

LL: Anyone working as a locksmith will have a few stories worth telling after a while. Would you agree that the stories tend to be about the people part of things?

DS: One that comes to mind is the older woman who was visiting a gravesite in a cemetery on a hot summer day and locked a little Yorkie dog in the car while it was running. By the time I got there, the car had been running for nearly an hour and was close to overheating. She was worried about the dog and the car. She was hoping that the dog would jump onto the unlock button, but I beat him to it and opened it instead.

LL: I'm thinking the process of qualifying people on the phone is somewhat challenging?

DS: Generally speaking, it's not too challenging, just the basic stuff. Very often they count how many doors they need rekeyed instead of counting how many locks are on the door, because they don't understand that I'm charging per cylinder. You have to ask how many places the key goes into, and they also aren't typically aware of the fact that in New Jersey, you can't have double-sided deadbolts.

LL: How about when they supply a lock that they bought at a big box store?

DS: I ask if it's keyed on both sides and they ask what I mean. I ask, "Is there is a little turn knob on the inside to turn to open and close?" A common answer is, "No," and that they've always had locks with a key on both sides. They get upset when they find out I won't install the lock they bought. "But that's what we have in the city," they reply. We can service an existing double-cylinder lock – repair or rekey – but we can't carry it on our truck to sell and we can't install one. It's confusing to the customer since they were able to buy one in the store.

LL: How about communicating with customers when they call? Do you sometimes have to use terminology they understand and is that challenging?

DS: You and I both have a sales background and can be pretty chatty. I'll nicely ask them what the measurement is from the edge of the door to the center of the hole and then I'll ask them to measure the door thickness. Most of the time, they're happy to do this since they want it done right. They love sending me pictures as well, and that helps.

LL: Are there times when the information you get on the phone turns out to be not so accurate in spite of the questions you ask?

DS: Sometimes I'll speak with the wife, for example, and then the husband will give me different information when I get there so I have to determine which is accurate. Or, I'm prepared to work on just one property, and then learn there's another one to do (this is the Jersey Shore where people have vacation homes). That doesn't work out well when I'm pressed for time and wind up working on 18 locks instead of the nine they told me about on the phone. Sometimes the finish is wrong when you get there, or even the agreed-upon time; this happens more often with the person who did not make the initial call.

LL: What about the functions, how the lock will actually work? Any problems there with the homeowners?

DS: Kwikset and Schlage make a simple turn button inside the keyed knob; turn the button and it's locked, turn it back and it's unlocked. When it comes to commercial entry knobs or levers that some might not be accustomed to, they try using it the same way by pushing the button in and wind up getting locked out. With the old Schlage F series entry locks, you always had free egress from the inside whether or not it was in the locked position, so people could also easily lock themselves out. The newer Schlage version will automatically unlock each time you turn it to exit. An indicator of some kind would help.

LL: Have you had situations where you look at a job and don't have a solution? Maybe an old mortise lock that can't be repaired, for example?

DS: Generally, in a situation like that, I have to do research and then give the customer alternative options that will fit the application. Also, keeping a few old locks and lock parts on hand can be helpful when looking for an obsolete part, especially for hardware on older buildings.

LL: Do you attempt to upsell products while servicing residential customers? Is there a way you go about pointing certain things out that they might be unaware of?

DS: Generally, it's difficult to compete with the big box stores and Amazon. I charge an additional $20 per hour to install hardware provided by the customer because I'm not making any profit on the resale of hardware, and there's been no hesitation by customers about it.

Many people also want electronic locks that work with various credentials like Bluetooth or Wi-Fi. Usually, I remove the manual deadbolt and locking knobs, and install a passage lever or knob along with the electronic lock. Many are more comfortable with that setup these days. There are a large variety of door wraps available on the market to cover the different situations that arise with converting them over to electronic hardware if need be.

Recently a customer had me install a no-name brand lock bought on Amazon. Fortunately, the installation went well, but it was a Wi-Fi deadbolt.

LL: Was it being a Wi-Fi lock a problem for you?

DS: I did get it to work but I don't like getting involved with the person's Wi-Fi profile. I'm not the Geek Squad and don't normally get into IT stuff. I don't want access to their Wi-Fi router, or passwords, so I prefer to leave that up to the discretion of the customer.

LL: Have you been called out to repair what someone has tried to do themselves?

DS: It's common to see stuff that a handyman may have tried to do or the homeowner themselves. They buy a nice lock online or from a big box store and then proceed to botch it badly. Two months ago, a guy hired a painter, and he asked him to install a Kwikset Powerbolt. It was done wrong; screws were stripped out and it didn't latch correctly, and he managed to kind of mangle the door frame, creating a lockout situation. If I were doing it from the start, I would've given him a Schlage Encode so he could have it keyed alike with the existing Schlage lock on the back door. Instead, he got a Kwikset. Now he and the painter are locked out.

LL: What else do you run across?

DS: Down here at the shore, I run into a lot of nice homes built at a considerable cost, but many times the doors aren't hung correctly and they sag. Very often it's because they used the short screws in the box instead of shoring up the top hinge, at least, with longer screws where necessary. Alignment is crucial with electronic deadbolts that move in and out by themselves, as well as for smooth movement on standard locks. And sometimes locks are installed using impact guns on the screws. They get stripped out when the contractors are working to get things done quickly, and they don't pay attention the way I would.

LL: It sounds like you take a lot of pride in doing things the right way, yes?

DS: I think of myself as a consumer advocate of sorts. We have to protect consumers, not only against locksmith scammers, but also in the overall quality of work performed. Sometimes that means connecting the customer with someone in a better position to help. One customer called and showed me an Andersen sliding door that wasn't opening or locking correctly. I did a door and frame inspection and wound up getting her a 1-800 Andersen warranty card. She called and someone from Andersen came out to re-install the door correctly.

LL: Are there jobs that you go look at and decide not to have anything to do with?

DS: There have been situations where family members are battling for control of a property or no proper ID is shown when I need to confirm ownership. I've had to suggest to people that they go through the courts before I do the work. You can't just tell a tenant, for example, that the family decided you should leave, and a locksmith is coming to change the locks. There is a legal process and proper channels to go through.

LL: Have you ever been told a property was vacant that wasn't?

DS: Once, I was called by a realtor and was told that a property was vacant and needed to be re-keyed. I decided to do a drive-by first to check on any activity and saw trash cans out by the curb. I figured that was OK and it was a clean-out situation. I was assured that nobody was there and finally went in to do the job at about 9:30 p.m. I began working on the exterior porch door and, despite the house being pitch black, I spotted a light coming from the bathroom: not a good sign. So, I knocked loudly on the front door. Out comes a woman in a bathrobe, still dripping wet. She demanded to know who I was and what I was doing there. I explained the property was in receivership and should be vacant and she replied that the owners let her rent for cash. The owner was illegally subletting for cash and never told the realtor. I got out of there and informed the realtor.

LL: Are there things you won't do now that you may have done when you were younger?

DS: Sometimes you have to learn to say no. We're in business to earn a living and to take care of our families. I like helping people and the community, but there are services and entities in place to help those in need. And I'm not a handyman service. Now I'll walk away instead of doing something I know is not worth the aggravation.

Steve Kaufman has worked for distributors in the locksmith industry since 1993 and worked as a full-time locksmith from 1978 through the 1980s. Kaufman is sales manager for IDN Hardware out of its Philadelphia location.

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by Tim O'Leary

» PDQ 3101 light-duty door closer

» PDQ 3100 Series door closer

Close That Door! A Residential Door Closer Installation

Door closers on residential doors can keep pets and children from unauthorized exits and help save on utility costs.

As work patterns shift to telecommuting, the residential security market is growing and competing for equal time from professional security providers. This market is producing healthier and healthier revenue streams, and customers demand door hardware solutions well beyond deadbolts and the occasional rekey.

This month we'll install a light-duty door closer on a residential door. The process begins with selling the client on the value of door closers, and then involves the careful planning and professional installation of the device.

The modern door closer takes the energy a person uses to open a door and stores it by compressing a spring; then, when the door recloses it releases the energy through the closer arm using hydraulic oil and valves, which control the speed and force to reclose the door, ideally without letting it slam.

The PDQ 3100 light-duty surface door closer is a versatile door closer that is available with a full complement of architectural accessories. It features a high-strength cast aluminum body and an optional plastic cover and comes in four finishes. In addition, it is UL listed for a three-hour fire door and is Americans With Disabilities Act (ADA) compliant. It carries a 25-year warranty.

Light-duty door closers are typically used on interior or exterior doors that have low to moderate traffic/usage.

The ANSI BHMA 156.4 applies to surface-mounted door closers, overhead concealed door closers, and concealed floor closers. Testing includes the number of door cycles, door operation, door closing force, and finish tests all performed in under a neutral air pressure laboratory between 60- and 85-degrees Fahrenheit.

Door closer product grades are categorized as grade 1, 2, or 3. Grade 1 is considered the highest grade or most heavy duty, while grade 3 is the lowest grade. This PDQ closer is Grade 1. A Grade 1 door closer is always the best bet for quality, performance and reliability, and is by far the best value for anyone who is in the market for a reliable door closer. The heavier-duty internal components result in Grade 1 door closers that last for decades if not for a lifetime. I've seen potbelly closers from the Stone Age that outlived the buildings where they were installed.

Applications for light-duty door closers include aluminum storefronts, assisted living, hospitality, interior offices and multifamily. Some single-family homeowners are requesting these door closers to make sure doors securely close to keep children and pets safely inside, or to keep from heating and air conditioning the great outdoors.

Mounting Options

Regular Arm: Regular-arm mount is a pull-side application with double lever arm. The closer mounts on the door and the arm mounts to the frame. It provides the most efficient operation for a door control and is commonly used on in-swing doors from corridors or other interior doors. Regular-arm mount is a poor choice for exterior out-swinging doors as it would put the closer on the exterior of the building. The arm assembly projects directly out from the frame. That may be a concern for vandalism or aesthetics.

Top Jamb: Top jamb mount is a push-side double lever arm application that offers the best alternative to regular-arm mount. The closer mounts to the frame and the arm mounts to the door. This application is commonly used on exterior out-swinging doors. It is a poor application for in-swinging doors from a corridor as it places the closer arm in a visible application projecting into the corridor. The arm projects out, similar to regular arm mount. Therefore, it can be a concern for vandalism or aesthetics.

Parallel Arm: Parallel arm mount is a push-side double lever arm application. The closer is installed on the push side of the door and the arm is mounted to a parallel arm adapter plate installed to the frame soffit. The arm is approximately parallel with the face of the door, eliminating the projection condition evident with regular arm and top jamb applications. Parallel arm is often preferred where aesthetics or vandalism are concerns. Parallel arm is less efficient than regular or top jamb mounts due to the geometry of the arm.

Parallel Arm (DS/DSHO) Stop Arm: The parallel stop arm mount is an enhanced version of the parallel arm application that incorporates a heavy-duty rigid arm and soffit plate with limiting dead stop. The dead stop feature is field handed. The closer's backcheck function should be adjusted to cushion the impact of the stop. The parallel stop arm is intended for use where an auxiliary stop cannot be utilized.

Installation Steps

1. We will be installing a regular-arm door closer. With any door closer installation, the first step is to read and understand the manufacturer's recommendations and code requirements. If there is already a closer on the opening, measuring the door using a force gauge and observing the door closing are good ways to determine the functionality of the door closer and the condition of the other components on the door. It is also the first step toward adjusting the door closer.

2. Check to be certain the door closes properly. There should not be any door warpage or loose-fitting hinge screws. If screws are loose and they will not tighten, replace them with longer and larger diameter screws or repair the frame as needed.

3. Make certain that the door lock operates properly and the latch slides squarely into the strike opening.

» Top door casing had to be removed for the installation

» Use template to mark holes

» Fine-tuning the sex bolt mounting holes

4. Remove any trim or hardware which will interfere with the installation. I removed the door moldings.

5. Carefully mark the locations for the mounting holes using the installation template and tri square. I like to measure down from the top of the door, and mark both sides of the door. The mounting holes are more likely to align when done this way. I prefer through drilling and using sex bolts to hold the closer on the door. Not using these fasteners may allow the closer to eventually twist and torque and loosen on the door.

» Mounting the door closer

» Spring power adjustment

» Door closer foot mounted

» 3100 pivot

» Interior view, installation complete

» Outside view, installation complete

Accessibility Concerns

The terms universal design, barrier-free design and ADA-compliant are often used interchangeably. However, these terms aren't synonymous and each refers to different approaches to building construction.

For those with disabilities, some buildings are more difficult to enter, exit, and maneuver through. Barrier-free design is an approach to construction that takes into consideration the needs of those with a disability. Barrier-free design elements are features like wooden or metal ramps leading to the exterior doors, widened hallways that can accommodate wheelchairs, lower counter tops for ease of access, and the removal of shelves under sinks for wheelchair access.

Universal design picks up where barrier-free design starts. In addition to accommodating individuals with a disability, universal design makes provisions for folks of any level of ability. Universal design accommodates individuals of different heights, physical and mental abilities in an aesthetically pleasing way. Some universal design features include lever door handles instead of knobs, ovens situated at multiple heights in the kitchen, no step entryways, and automatic faucets.

Barrier-free and universal designs accomplish different ends, but both reinforce the notion that buildings should be highly accessible, aesthetically pleasing, functional and comfortable.

ADA compliance means openings meet specific standards set by the American Disabilities Act.

A loose door closer is dangerous and an unprofessional installation.

6. The location of the closer and shoe are determined by the type of installation, and the maximum desired door swing. The template is marked for a 180-degree swing to full open.

7. Locate where the arm attaches to the door frame. Through bolting is not typically used, and is determined by the location of the door operator.

8. Attach the arm to the frame and the closer. The length of the arm must be adjusted to apply preload on the closer.

9. Adjust the closer to provide the proper operation.
    1. The arm length
    2. The spring inside the closer
    3. The backcheck, sweep and latch

More info: https://www.pdqlocks.com

Tim O'Leary is an experienced security consultant and a regular contributor to Locksmith Ledger

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by Wayne Winton

» A perfect fit

Multi-Point Installation for High Security

Door floor sleeve installation provides a security upgrade for this opening

We're going to be installing a multi-point high-security door receiver cup (Photo 1). This installation will involve drilling a pocket into the tile and probably through concrete underneath the tile.

In Photo 2, you can see the technician is laying out some tape – blue painter's tape at the bottom of the door – which is the first step. Then we are going to take an O-ring puller or something sharp (Photo 3) and scratch an outline of where this pin directly impacts the ground in the fully seated, closed and locked position. Notice we'll scratch on one side and then we'll scratch a little bit on the other side, creating an outline so we know exactly where this pin lines up. (Photo 4)

The door alignment is absolutely crucial to this. Do not do any hinge adjustments or any adjustments after you make this mark.

Photo 4 shows what the circle looks like on the tape. Now that we have that circle outlined, we will use a diamond hole saw (Photo 5). Diamond is the only thing that's going to work well on tile. I would highly recommend a hole saw paired with water as opposed to a carbine bit. A carbine bit can fracture or break the tile, especially when used in hammer drill mode.

The first thing we do is put some water down to lubricate and hydrate the bit. These bits are very fickle because they don't have a center pilot bit. So we will start in at an angle (Photo 6). I rest the drill up against the frame of the door and begin holding and putting the angle on so we can cut into the tile. It should cut fairly rapidly if you use a new, sharp bit with good, high-quality diamond in it.

Once you get that angle and that first pocket drilled into it, you can straighten the drill and drill straight down (Photo 7), pulling that first plug out.

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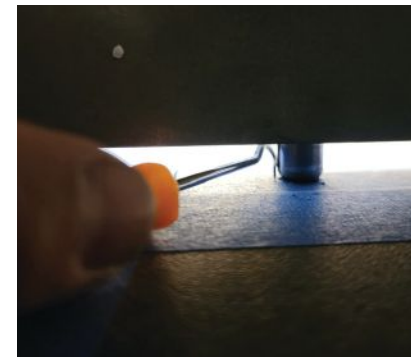
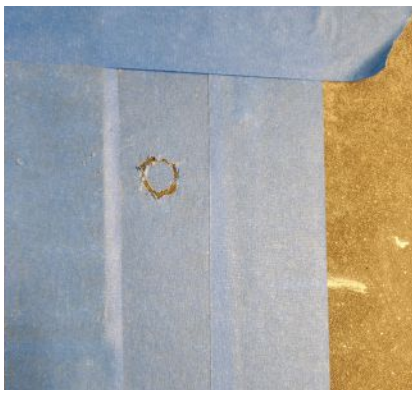
» Photo 1. Installing a multi-point high security door receiver cup

» Photo 2. Painter's tape down

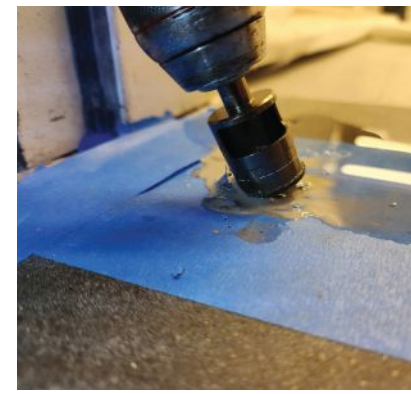


» Photo 3. Etching the outline with an O-ring tool



» Photo 4. Outline created

» Photo 5. Diamond hole saw and water ready



» Photo 6. Drilling at an angle

» Photo 7. Drilling continues

» Photo 8. SteelStik

» Photo 9. Receiver installed into hole

You may run into multiple layers of material. In this one, we ran through tile and then ran through concrete underneath that. That is fairly common. You could run into wood or other sub-floors.

Now we have the hole drilled deep enough for the receiving pocket that the pin will go into. I now use some SteelStik to go around the threads of the receiver itself. (Photo 8) This creates a nice, tight bond.

We then push the receiver into the hole (Photo 9) and trim away any excess epoxy. The photo on page 32 shows the completed installation. We have a perfect fit and this high-security door is ready to be fully functional.

To watch the video, scan the QR code or go to www.youtube.com/watch?v=bEAIfjJFdEM.

Wayne Winton is the owner of Tri-County Locksmith Services, located in Glenwood Springs, Colorado. Check out Wayneslockshop.com and lockreference.com.

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by Jeff Cahill

» Jeff Cahill

Top 10 Wireless Lock Questions to Ask Before Buying

Much has been made over the last decade about wireless locks and the effort by lock manufacturers to bring access control to the countless number of interior doors in a facility. However, many options available today offer wireless in name only. It typically takes a whole lot of costly wires in the form of powering and connecting wireless access points in order to make a lock wireless at the door.

Most would agree that key control issues causing poor security and expensive rekeys due to lost, stolen or duplicated keys is a bigger problem than ever. There are now thousands of 3D key printing kiosks in hardware retail chains that can duplicate most ordinary keys – and some card credentials – without authorization. Fortunately, there are a number of access control products appearing on the market to combat the weaknesses of these traditional lock and mechanical key systems. The challenge for security professionals is how to choose the right smart lock or wireless access control system.

The following 10 questions should serve as a guideline for asking the right questions when investigating potential wireless locking solutions.

1. Is the wireless lock ANSI Grade 1 rated?

ANSI Grade 1 is the standard for any commercial, industrial or institutional facility in the U.S. today. It makes no sense to invest in a product that features access control functionality and then install a low-cost smart lock that is easily defeated by simple picking or other low-cost vulnerabilities. Demand Grade 1 protection as a starting point when developing the requirements for your wireless system. Important features to consider related to this question of quality are:

- High security keyway for emergency key over-ride;
- High security cylinders or pick-resistant (spool) pin segments in a 6 or 7-pin cylinder; and
- A clutch mechanism lever or other attack-resistant lever handle.

2. Will the wireless lock report tampering and key override?

Just like online electronic access control, wireless locks are only as secure as the key override included with them. Understanding whether a wireless lock has a method of reporting tampering such as entrance by a mechanical key, picking, etc., should be an important factor in any decision. For life safety reasons and protection against electronic failure, key override is an important feature. However, keys should not be used or distributed except in an emergency. Otherwise, security is no greater than a standard pin-tumbler lock system and compromises the security of any wireless lock. Can your system detect each time the lock/door was accessed and reported (audit trail)?

3. How secure is the credential?

Many card technologies that were available just a few years ago can easily be duplicated today. Does the wireless lock system utilize a credential technology that has been hacked? This may be the most important and yet overlooked question on this list. Virtually all credentials can be hacked with $30 equipment purchased online. Choose DESfire EV2, 3 or SEOS credential technologies with multiple layers of encryption.

4. How many communication protocols does my wireless lock use?

Most wireless locks can communicate via Bluetooth, RFID, Wi-Fi or some other wireless protocol. Be careful in choosing a system that only utilizes Bluetooth as a mobile credential. Mobile phones are typically a personal device of an employee who may deny use of their phone as a corporate credential, so it is advisable to have secure RFID credentials (cards, fobs, etc.) as an option to issue to such employees. Consider adding a biometric or PIN code for dual authentication for higher security areas. Avoid PIN codes as a single authorization device for security reasons.

» Proxess MX mortise lock

5. How do I retrieve information from my wireless lock?

Understanding how to update wireless locks with new information and retrieve activity logs and audit trail information is a critical question to answer when considering a wireless lock deployment. Many wireless locks today require a heavy infrastructure investment in order to talk to them, or they claim to be able to leverage the existing Wi-Fi network in a facility.

The key here is understanding how often you can communicate and what is required in order to capture data that resides in the lock. You should always ask: Does it require traveling to the lock and, if so, will this option meet your customer's requirements? In addition, understanding if there are other options to communicate to the locks on demand … Mobile Credentials, Wi-Fi, BLE bridges, Data-on-Card, etc. … and the cost of this added connectivity will be important in any final decision around a wireless lock investment.

6. What is the future capability of the wireless lock?

When technology advances so quickly, future-proofing any investment made in wireless locks may prove challenging. Any current or future capability of turning the offline or wireless locks into online doors for real-time communication will be critically important. Asking if online doors are required and if they are compatible with the wireless locking system are important questions to get answered as part of the decision-making process.

7. Will the wireless lock work on all major door applications?

Every facility is unique, but most door openings and locking systems fall into four major categories: Cylindrical, mortise, panic and storefront. Any wireless lock solution being considered should have an effective and thorough way of addressing each of these types of applications. This capability is not always a given, so be sure to research these application, especially when retrofitting existing openings to ensure a successful implementation. Are any auxiliary locks (gates, padlocks, cabinet locks, etc.) required?

8. Is the wireless lock system scalable?

Many wireless locking systems are limited as to the number of users and the number of locks available, so be sure the system you select is scalable to your customers' needs. Understand how the management software works and how easily doors and users can be added, changed or deleted.

9. How does the wireless lock consume power?

One of the limitations of a wireless locking system is power consumption. Wireless systems typically require battery-operated locks and systems vary wildly in how power is consumed, affecting battery life and the frequency at which batteries need to be changed. Understanding cycle testing results and how often you will need to change batteries in a typical system is important because it can translate to added labor costs. For instance, Wi-Fi can talk to more devices in a system but typically uses many (up to 20) times the power requirements in comparison to BLE, so knowing the power draw for the number of times you need to connect or communicate to the lock is important.

10. What are the recurring charges or costs?

When comparing access control functionality with standard locks, price is an important factor for your customer. One of the most important questions is: Are there ongoing or recurring costs associated with systems you are comparing? If so, calculate these into your pricing. These may result in recurring revenue for the installer.

I'm old enough to remember receiving one of the original INC magazines with a fairly unknown, 27-year-old man by the name of Steve Jobs on the cover (his first magazine cover), claiming that typewriters would soon be replaced by desktop computers. It seemed fairly outrageous to most people at the time.

» Proxess CX cylindrical lock

Forty years later, the locking industry is still using technology (pin-tumbler locks) invented by Linus Yale in 1861 as the industry standard. Wireless lock technology is ready to challenge the status quo as the next generation of security to all doors, not just the perimeter doors. ▮▮

Jeff Cahill has spent more than 40 years in the locking hardware and access control industries, including 20 years with Best Locking Systems, was one of the founders of XceedID Corporation and is the founder and majority owner of Proxess, LLC, a wireless locking/access control platform, www.proxess.com.

by Emily Pike

PHOTO: 46661218 © KATARZYNA BIALASIEWICZ | DREAMSTIME.COM

2023 National Average Price Survey Results

The last 12 months have been challenging, with the annual inflation rate expected to hover between 3.5% and 4% this year and higher interest rates meaning that financing new equipment is more costly. The products that locksmiths install have become more expensive, too, with most distributors passing price increases down the line to their customers. One positive is that the average cost of a gallon of gas is $3.46 for March 2023, down from $4.22 a year ago.

In this uneasy economic environment, we hope Locksmith Ledger's 2023 National Average Price Survey will be a tool for commercial locksmiths to use when setting their prices. We are interested in seeing if locksmiths held the line or passed on their rising costs to their customers.

While calculating results, the only trend we could identify is that every locksmith business charges a little differently. Many folks noted in the comments that our categories are vague and that their pricing models depend on mileage, parts and other factors. Still, we had a great response and we hope this general pricing information is helpful.

This year, we added the general category of service calls, based on some reader requests, because some locksmiths charge hourly; some charge a flat rate and many charge a combination of the two, often with mileage/travel charges calculated as well. Most pricing in our survey does not include the cost of parts. The average service call was $90.

Readers Explain Their Pricing

We appreciate the readers who offered the following explanations of their pricing strategies, as listed here.

Prices to rekey locks are prices we charge when locks are brought to us at the shop. We charge $20 labor to remove and replace, in addition to service call and rekey charges when we go to their location. We charge service call plus labor and materials, unless it is a very minor fix, then we only charge for the service call.

Our local charge is $89 Canadian, taxes extra, which includes first half hour within 20 kilometers of the shop. We add $1 per 5/8 of a mile. We operate

Lockout Call	Average	High	Low
Service Call	90	195	30
Lockout Call, Regular Hours	110	195	40 per lock
Lockout Call, After Hours	130*	262	40 per lock
Hourly Rate, Regular Hours	95	165	45
Hourly Rate, After Hours	148	168	60

**Some locksmiths charge the same after hours as during normal business hours*

Key Duplication	
Single Cut	$3.80
Double Cut	6.30
High Security	23
Key from Broken Sample	15
Fit Key or Rekey Cylinder	
Key-In-Knob	$21
Rim/Mortise	21
Set to Masterkey System	28
High Security Cylinder	35
Safe Deposit Lock	54
Tubular Lock	45
Fitting 1st Key: Impressioning	30
Fitting 1st Key: Reading	30
Automotive	
Fit Standard Key	$75
Fit Transponder Key	140
Fit Sidewinder Key	176
Fit Motorcycle Key	115
Program Transponder Key	82
All Keys Lost	240
Rekey Ignition Lock	100
Electronics	
Install Electric Strike	$175
Install Exit Alarm	175
Install Electromagnetic Lock	240
Install Electronic Lock, Wired	230
Install Electronic Lock, Wireless	200
Program Electronic Lock	59
Install Keypad/Reader	172
Electrify Lock/Exit Device	400
Upgrade to Touchless Actuator	300
Install Integrated System	502
Lock / Door Hardware Installations	
Install Cylindrical Deadbolt	$75
Install Cylindrical Lever Lock	70
Install Mortise Deadbolt	148
Install Door Closer	132
Install Rim Exit Device	158
Install Vertical Rod Exit Device	372
Install Automatic Door Opener	410
Install Continuous Hinge	270
Safe Work	
Open Safe by Drilling	$380
Open Safe by Manipulation	325
Change Combination	80
Convert Lock to Electronic	180
Safe Moving / Installation	305

in a small city. We frequent Toronto which is 90 miles away. We have a flat rate charge of $159 plus a $15 fuel surcharge. We try to set up two or more jobs on those days.

Most service events are by the hour. It depends on frames (concrete vs wood), etc.

Our hourly rates start at $165/hour, $185/hour for electronic and safe work Minimum charge is $89 trip charge plus two-hour minimum ($165 or $185) so minimum is $419 to $459. Hourly charges are doubled when it's a two-man job like safe moving/installation or door replacement.

All my labor is based port to port on $165 minimum one hour and $115.00 per hour after billed (including partial) in quarter-hour increments. Safe labor is the only thing that deviates from this rate. I am working on increasing our labor rates this year.

The idea that many of these categories have a generic price is absolutely ridiculous. The only rational way to operate is a service call charge to arrive at the job location and a price for each service performed, such as: Service call to your home, $129, Schlage B60 deadbolt, approximately $75, installation $160, rekey two other cylinders while I'm there, $39-$49.

Lockout call is not a thing, for us; it's in the more useful category of 'Emergency Service Call.' The cost of the procedure needed stays the same; the cost of 'the 'first drop on the meter' will be more if we are squeezing you in before dinner than if you scheduled a week in advance.

Results by Sector

This year's results were very similar to last year's results. Some prices increased slightly, while a few others decreased by a small amount. The average lockout call charge was $110, compared to $85 in 2022, possibly as a result of uncertain fuel costs. Average hourly rates were $95 for 2023, compared to $92 a year ago.

In the automotive sector, the average cost for transponder key programming was $140, with prices quoted from $20 to $250. The most expensive auto jobs involve an all keys lost situation, which can cost up to $500 and averaged $240.

Electronics jobs were especially hard to price, since they depend on the cost of the hardware and the installation site conditions, as well as the hourly rates of the technicians. Many locksmiths were charging approximately the same amount for wired and wireless lock installations. A wired electronic lock install averaged $230, only $30 more than a wireless lock installation at $200. The cost of electrifying locks and exit devices jumped sharply in 2023 to $400.

Other high-ticket jobs included vertical rod exit device installations at $372 and automatic door installations at $410.

In the safe servicing niche, four out of five categories were up slightly, while combination changes fell from an average of $94 in 2022 to $80 in 2023.

As expected, prices are generally higher in large metropolitan areas and resort areas, and lower in smaller cities and rural areas.

Start Your Engines

Webinar provides some guidance for locksmiths getting started in automotive

The May 15 Locksmith Live webinar session featured a discussion about getting into the high-tech specialty of automotive locksmithing. Wayne Winton hosted this free online discussion featuring Jareth Garza, the force behind The Locksmith Academy, and UHS Hardware's Tirso Navarro. The panel and some of the attending locksmiths had some interesting discussions and asked and answered some thought-provoking questions.

Watch this webinar here: https://www.youtube.com/watch?v=2nzA--NcL4Y

The Locksmith Academy is a comprehensive online automotive training school, featuring footage of real, in-the-field jobs, including troubleshooting when things don't go as planned. For more information, go to www.thelocksmithacademy.com.

The first topic was the influx of non-OEM remotes on the market and the locksmiths' ability to combine elements from different transponders to craft a working one. This translates to significant savings on the inventory they must stock. Garza calls this "transponder adaptability." The following Q&A is from the webinar discussion hosted by Winton and featuring Garza:

What is a transponder key and what are some of the different types of keys that are out there?

Some transponder key basics were addressed. Transponder keys are predominantly used today, though some older vehicles still use non-transponder car keys. Transponder keys transmit a signal and the car will respond with its own signal, which is basically like electromagnetism. The car stores a code inside the ECU and that controls start/stop authorization. Whenever a key is inserted into the ignition, the car reads it, and it transmits a signal and the key responds. It asks, 'do I know you?' and the key holds a string of key seed data and it says, 'yes I'm Jeff' and if Jeff is currently logged inside of the car's ECU or immobilizer, the car will give start authorization, fuel will flow and the car will start.

» Jareth Garza talks "transponder adaptability"

This started in Europe because of car thefts. A lot of new key systems will start in Europe and then move to America.

What equipment is needed to get started?

If somebody was brand new, I would tell them to buy an Autel programmer and then to buy an XHorse Key Tool Max, which enables them to adapt transponder key, read keys, test batteries and do a lot of troubleshooting. Also, buy Original Lishi picks, the GTL build-a-key kit and lots of superchips.

Auto Smart by Michael Hyde is a great reference and he broke it down initially as foreign and domestic. Nowadays, it's more evolved; it's domestic, BMW/ Mercedes, Volkswagen/Audi and then Asian, so the automotive locksmith would need multiple programmers. It is a big misconception that any one programmer does all the cars.

Which vehicles to program is a related consideration. New locksmiths will be confronted with challenges such as EEPROM transponder technology.

How do you determine what key to use for European and Japanese cars?

Most automotive distributors carry all of what you need. The best way to look up a vehicle's keyway is Auto Smart. You can also go to www.uhs-hardware.com and enter year, make and model. You can use distributors as a point of research.

Do you program keys supplied by the customer? What warranty is offered?

Yes, if you don't cut those keys somebody else will, so you should figure out your pricing. No warranty; it's not your product. Always tell the customer up front that they will need to pay for the job even if the key they furnished does not work.

The question about warranties on such keys generated a great comparison. Today's remotes are basically smartphones, and just like those phones, they can be dropped, submerged and otherwise mishandled and damaged. The recommendation: warranty coverage ends when the customer leaves with the remote.

When you're talking to the customer, do you ever ask was this vehicle worked on by another locksmith?

It's possible the car was impounded or towed or bought used from an auction or dealer who worked on the car. And some customers will get the information wrong or even lie or exaggerate in hopes of saving some money.

Some locksmith detective work may be in order. Look at a vehicle's brake rotors to see how long it's been sitting because the amount of surface rust on brake rotors is indicative of how long it sat without moving. Also check the battery voltage.

The locksmiths advised inspecting vehicles to be sure they are in working condition before starting work and then recording and documenting the job to guard against future damage and liability claims.

When do you turn down or walk away from a job?

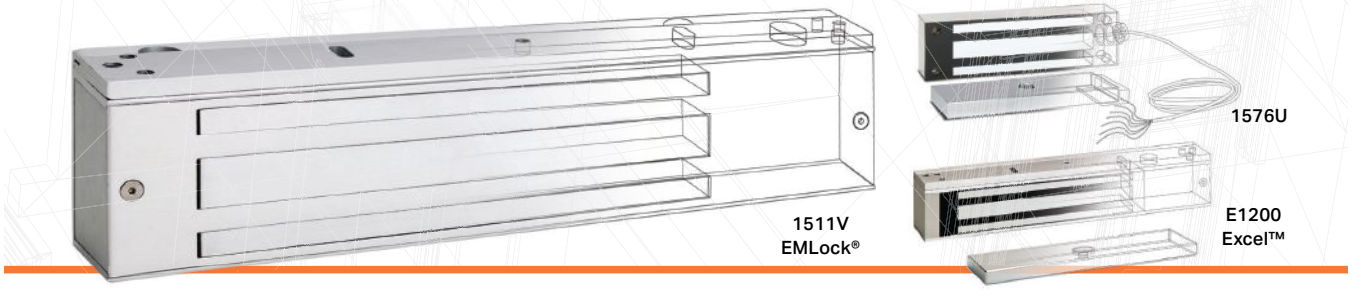
The easy answer might be "as soon as it's no longer profitable," meaning don't put in a full day's work trying to solve problems on a job quoted at $200, missing out on other jobs that would generate more income. The hard answer involves pride in one's work and working through a tough problem to find a solution.

Some folks predict that keys are going away. That may be the case with newer, push-to-start vehicles, but automotive work is not going away. It's evolving into a lucrative, challenging market, ideal for tech-savvy technicians. Continued training is essential to succeed and there are plenty of good sources out there, including the Locksmith Academy, ALOA's automotive division (hosting its first event this fall), and many distributors and manufacturers.

For more information:

- The Locksmith Academy: www.thelocksmithacademny.com
- UHS Hardware Training: www.uhs-hardware.com
- Locksmith Nation Facebook group: www.facebook.com/groups/LocksmithNation
- Wayne's Lockshop training videos: www.wayneslockshop.com

MAY THE FORCE BE WITH YOU



Back to Basics: Electromagnetic Locks

In 1983, SDC's EMLock® design became the standard in electromagnetic locking innovation. EMLocks were the first electromagnetic lock to feature an interlocking quick mount assembly with captive mounting screws to simplify installations. With a second-to-none complimentary offering of mounting brackets, kits and hardware, EMLocks can meet virtually any application. It is no wonder "EMLock" is used synonymously for premium electromagnetic locks throughout the industry today. Over the years, SDC's electromagnetic product offering has expanded to meet narrow header, sliding door, gate, cabinet and hazardous applications. The Excel™ product line is our fully featured, economical alternative to low-cost imports.

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Automotive Training Opportunities

Automotive locksmithing has entered a new, high-tech era. No longer are locksmiths making a living by purchasing a few basic tools, unlocking cars and duplicating keys. In today's world of sophisticated electronics and pricey equipment, locksmiths need specialized training. Here are some options in the coming months. Please note that pre-registration (and often pre-payment) are required.

ALOA Automotive Track

Automotive is one of the many training tracks offered at ALOA 2023, Aug. 6-12 in Orlando, Fla.

Pre-registration and payment are required and class sizes are limited. Visit www.aloa.org for full details. The following classes are offered:

Automotive Essentials

Instructor: Tony Cagle, CRL

The class will include examples and descriptions of key programmers, remote programmers, various testers, literature, technical manuals and resources as well as their strengths and weaknesses. The interactive portion will focus on identification, decoding and organization of conventional keys and their related transponder systems. Learn how to address and resolve common and unusual key problems.

Mercedes, BMW, Volkswagen Key Origination and Lock Servicing

Instructors: Rafael Marte, CRL, CAL, CAI, and Jason Jaudon

This class is geared toward the automotive locksmith who wants to learn about the techniques, tools and equipment needed to work on Mercedes, BMW and Volkswagen vehicles. The lecture portion will include identifying the different system types, which programmers are used and when soldering is required. Attendees will also get hands-on training repairing some of the troublesome ignition locks as well as picking and decoding them.

Intermediate Domestic Auto

Instructor: Tony Cagle, CRL

This course is a continuation of the assessment, troubleshooting, servicing and key origination of conventional automotive locks. In this course we will actively discuss, examine, service and decode a multitude of automotive conventional locks.

Intermediate Foreign Auto

Instructor: Mannie Natal, CMAL, CRL

This class has been developed with the experienced locksmith in mind. It is the next step in the progression of not just making keys to vehicles, but identifying and correcting problems that arise in conventional keyway foreign vehicles. It will include interactive modules where the students will familiarize themselves with the actual keys, lock and immobilizer systems.

Picking and Decoding with Lishi

Instructors: Rafael Marte, CRL, CAL, CAI, and Jason Jaudon

Attendees will get an in-depth explanation of how Lishi 2-in-1 pick decoders work and will have a chance to practice during class. Students will start with common locks and work their way up to more complicated pick and decoding exercises to include high security 2- and 4-track locks.

EEPROM Essentials

Instructor: Mannie Natal, CMAL, CRL

This course has been designed as a bridge for the automotive security professional between conventional EEPROM and MCU programming through an OBDII port with a conventional programmer

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and directly interacting with the EEPROM or MCU. The class and its interactive lab will impart participants with a solid understanding into the handling, reading, interpretation, writing and data transfer of the most common non-OBDII readable and programmable EEPROMs and MCUs.

Modern Auto Key Generation

Instructor: Edward Woods, CML, CPS, CAL

This class is for the student who is in need of knowledge on making the keys that they will be programming with transponder equipment. In the afternoon session, locks and tools will be provided to practice the methods taught. In addition, there will be a discussion on repairing the most common auto lock failures.

Transponders and Microprocessors

Instructor: Mannie Natal, CMAL, CRL

As the evolution of electronic automotive security has evolved, so has the myriad and complexity of the transponders. Added to this complexity has been the introduction of microcontrollers that are also integrated into remote head and proximity keys. Through the reading, writing, duplication, creation and the interchangeability of this seemingly endless variety of transponders with the use of the latest equipment, a solid understanding of transponders and microcontrollers will be achieved. Students are encouraged to bring up to seven used/locked proximity keys and their SMART PRO programmers.

STRATTEC Update/Pinning Ford Internal Two-Track Locks

Instructors: Jeff Baker, ACE, and Edward Woods, CML, CPS, CAL

First, there will be a presentation on the history of high security and all of the eight styles. Included is the evolution and what is used in today's GM, Ford, Chrysler and foreign auto manufacturers. We will then review STRATTEC updates. Hands-on pinning exercises will include the all-new 2020 Ford internal two-track keyway used on the new 2020 Ford Escape and Lincoln Corsair. Ignition and door repair kits for Ford and GM will be assembled into fully functioning locks. Once you understand the inner workings of the locks through theory and hands-on assembly, we will break out the Lishi and AccuReader tools used to pick and decode them.

Advanced Diagnostics/Kaba Ilco Key Programming & Equipment

Instructors: Tony Presidio and Elton Taleno

If you are new to the industry or simply looking for a better way to offer key programming products and services, this four-hour, hands-on course is a must. Be taught about the Smart Pro vehicle key programmer and its leading software development, as well as the RW4 Plus with M-Box Technology along with a review of transponder keys, remotes and key-cutting equipment. Also covered will be transponder technology, troubleshooting, industry trends and other important information relating to the automotive key programming industry.

American Key Supply University

Hands-On Lishi Training, Las Vegas

Dates: July 13, Oct. 5, Oct. 19

This three-hour course provides comprehensive, hands-on training on picking and decoding vehicle locks with Lishi Original locksmith tools. Students learn the tools and procedures that will help them pick and decode both automotive and residential locks.

BMW and VW Key Programming, Las Vegas

Dates: July 14-15

Day 1: Everything you need to know about safely making keys to BMW vehicles with ACDP.

Day 2: This class will teach you how to program ALL immobilizer systems for VW and Audi, including, but not limited to, IMMO 1, 2, 3 and MQB-based vehicles. That includes the UDS and Micronis sytems.

More info: www.americankeysupply.com

PureAuto from Lockmasters

Key Generation, Nicholasville, Ky.

Dates: Aug. 26, Oct. 6

This course offers the student an exciting opportunity to learn the skills needed to generate an automotive key. This extended hands-on portion of the class includes a wide variety of tools that will enable the student to experience success and gain confidence. Learn to sight-read keys, use scopes to read wafers, impression, use of Determinators, Kobra readers, AccuReaders, Lishi 2-in-1 tools, progressioning, keys by code and more. This course is recommended for the locksmith who wishes to expand into automotive locksmithing, or learn how to better exploit their key generation skills.

Advanced Automotive Transponders

Dates: Aug. 27, Oct. 7

Keep up with the ever-changing world of transponders. This class covers transponder systems made since 1996, programming procedures, key blanks, and tools for most transponder-equipped vehicles in North America. This will include the newest procedures and key blanks for the newest models. Learn about the CAN Systems and new PROX systems as well as laptop-based programming options for some vehicles. Includes information on programming and troubleshooting: GM, Ford, Chrysler, Honda, Toyota, Mazda, Nissan, Mitsubishi, and VW/Audi.

To register, call 866-574-8724.

More info: www.lsieducation.com

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Get more info and register on ALOA.org.

OMNIA 923 Lever

Known for easy installation, outstanding value, and quality craftsmanship, OMNIA expands its diverse line of decorative door hardware with the introduction of the new solid brass 923 modern door lever with an accentuated barrel. The 923 is offered as a latchset with optional push-button privacy available on both standard size or smaller 2-inch round or square roses and as a mortise or deadbolt lockset with a rectangular backplate. Available in Unlacquered Polished Brass, Satin Brass, Black, Polished Chrome, Satin Chrome, Satin Nickel and unique split finishes of Polished Nickel with a Burnished Nickel accent or Satin Brass with a Black accent.

More info: www.omniaindustries.com

» ***Request information: www.locksmithledger.com/53061519***

Schlage Encode™ Smart WiFi Deadbolt

The Schlage Encode™ Smart WiFi Deadbolt in Greenwich is both modern and stylish and lends a chic touch of simplicity to any space. Greenwich blends Schlage's flagship Camelot Trim, which incorporates colonial inspiration with Victorian-era edges and the Century Trim's mid-century modern design. The Schlage Encode is easy to install, with a quick connection to in-home WiFi to make it even more convenient for homeowners to have secure, remote access control. The built-in technology eliminates the need for an additional hub – all you need is WiFi and the Schlage Home app to install and start using the lock from anywhere using a smartphone.

More info: www.schlage.com/en/home/smart-locks/encode.html

» ***Request information: www.locksmithledger.com/53061521***

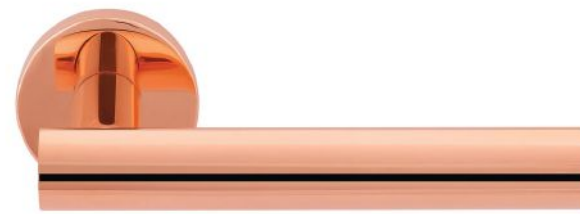
Emtek Select

Emtek Select key-in-levers are now available to order. The Emtek Select Lever program offers a new level of customization. Choose your textured lever grip, stem design, and pair with any of Emtek's available rosettes options – in any mix of finishes – for hundreds of unique combinations. Mix and match styles and finishes for handles, stems and rosettes:

- 7 handle designs in 7 finishes
- 1 stem design in 7 finishes
- 3 rosette designs in 7 finishes

More info: www.emtek.com

» ***Request information: www.locksmithledger.com/53061529***



Valli & Valli Rose Door Lever

Valli & Valli's rose lever collection is made of pure copper, a metal with an elegant and distinctive pinkish color and natural antibacterial properties. The lines of the collection revolve around the shape of the cylinder, a choice that gives solidity and fluidity to the lever. The company's lever collections represent an endless style of design that can fit with any trend. The range includes door levers, door knobs, door pulls, pocket door pulls and budget door levers.

More info: /www.vallievalli.com

» ***Request information: www.locksmithledger.com/53061543***

Baldwin Estate Collection

The Estate® collection from Baldwin offers inspired designs in highly crafted, rich finishes. The ultimate in flexibility, Estate opens the door to numerous possibilities for customization in both style and function, with a choice of 89 knobs and levers, 20 finishes, and 65 Rroses.An exploration into darker nickel tones, the finish takes historical cues from the antique nickels and pewters in the traditional space and expands to a broader mix of transitional and contemporary appeal. The new finish provides a unique fusion of warmth while picking up cool tones. Graphite Nickel will be the fifth Lifetime PVD finish in the Baldwin collection and will span across the Estate Portfolio. This includes Baldwin's Quick Ship Program, which promises that products are shipped within five days of purchase.

More info: www.baldwinhardware.com

» ***Request information: www.locksmithledger.com/53061526***

Kwikset Arroyo Knob

The Kwikset Arroyo Knob from the new Midtown Collection is a high-quality door knob designed to offer aesthetic appeal and practicality in modern spaces. With its sleek design, clean lines, and subtle curves, this knob is perfect for transforming your interior space. Whether you're looking to secure your entryway with a door knob, add some visual interest to a hallway, or upgrade the look of your bedroom or bathroom door hardware, this knob offers the perfect combination of style and security.

More info: www.kwikset.com

» ***Request information: www.locksmithledger.com/53061525***

Ashley Norton Rectangular Suite

Ashley Norton's Rectangular Suite is described as a simple yet elegant and entry set featuring a clean rectangular shape with a beveled edge. Each element of the Rectangular Suite is handcrafted from art-grade bronze or solid brass. The collection includes interior knob and lever sets, coordinating cabinet hardware and appliance pulls, sliding door sets, door hinges and window hardware. Each piece is available in a wide spectrum of finishes including today's popular Flat Black and Matte Black. (Pictured is the bronze finish.)

More info: www.ashleynorton.com

» ***Request information: www.locksmithledger.com/53061546***

Emtek Oval Stretto

Emtek's new Oval Stretto is an expansion of the company's popular Stretto Series for passage and privacy knobs or levers. Designed with a sleek and narrow profile, the new Oval Stretto elevates the aesthetic of any interior door. Emtek is an ASSA ABLOY brand.

More info: www.emtek.com

» ***Request information: www.locksmithledger.com/10254202***

SDC Doubles Size of Campus Headquarters

After a multi-year search for suitable factory space to meet its growth needs, SDC (Security Door Controls) was able to close escrow on a facility at the end of 2022 - literally across the parking lot from its current headquarters.

The new SDC Campus Building #2 has been undergoing site improvements and is now ready to accommodate the first phase of a planned expansion of manufacturing, research & development, product & service training, and inventory control/warehouse capabilities.

"It's always been about increasing our self-reliance and becoming an even more sustainable enterprise," explained Shane Geringer, SDC's CEO and president. "We are incredibly fortunate to have the opportunity open up right under our noses. Although it's a big investment, history has shown that when we make strategic moves to boost our operations, we have more than recouped the investment through increased efficiency and throughputs."

To that end, the expanded campus will make SDC less vulnerable to supply chain challenges and inflation pressures, benefiting its customer base of security product wholesale distributors, systems integrators, contract and wholesale door hardware distributors.

"The pandemic exposed the inherent weakness to lean manufacturing processes when materials and components were in short supply. Now we can warehouse more inventory parts and sub-assemblies at favorable costs and increase factory production capabilities to further reduce reliance on outside vendors," Geringer continued. "Years ago we made capital investments in sophisticated machinery to produce more finished components in-house to reduce delays and to provide greater quality control. The expanded campus will allow us to do more of the same."

The additional space has already allowed SDC to expand its Engineering and R&D Lab and Testing, and to re-locate its specialized machine shop prototyping equipment into its own purpose-built area. More factory assembly and expanded product lines are also planned to continue SDC's commitment to "Designed, Engineered & Built In America."

Product and system training capabilities have also improved by virtue of leaving SDC's trade show booths set-up and available for in-house sessions.

SDC's two campuses

"Our larger booth has several working door installations to easily demonstrate proper product applications and code compliance for virtually any door opening we provide a solution for," Geringer said. "Having our booths available allows us to provide more learning opportunities that go beyond our existing SDC Academy PowerPoint presentations. Plus, class attendees also benefit from an on-site factory tour when visiting us."

Additionally, SDC is using its newly available space to expand its training classroom to accommodate more products, people and more hands-on training tools and exercises.

Kaba Ilco Announces Rebranding

Rocky Mount, North Carolina– Ilco, the largest U.S.-based key manufacturer, announced that it has completed a significant rebranding.

"The Ilco brand is one of the most recognizable in the industry. So naturally, we wanted to remain moored to our traditional footprint – with slight modifications. The core of our manufacturing offerings is reflected in the new logo by adding the key and the red stripes, which symbolize both the pins inside a cylinder and the stripes of the US flag," says Walter Fuldner, senior marketing manager.

"Kaba Ilco has been the industry leader in American key manufacturing for over a century. From the beginning, we've worked to support and provide quality solutions to the market," Fuldner adds.

As Ilco continues to perfect the process, innovation remains the focus. In addition, the company has continued pushing its manufacturing envelope as its products have evolved. It's why Ilco believes now is the right time to refresh its logo. As we enter our next phase of innovation and continue to develop and promote new, revolutionary products, we are excited to bring you the new Kaba Ilco.

Kaba Ilco Corp. produces millions of keys weekly in its 300,000-square-foot manufacturing facility. Keys range from original equipment keys manufactured for the lock and automobile industry to keys sold to security professionals and retail and service stores throughout North America.

Visit www.ilco.us to learn more.

Kwikset for Multifamily

» LAKE FOREST, CA – Kwikset, a brand of Spectrum Brands, Inc. – Hardware & Home Improvement Division, introduces its first electronic access control (EAC) solution for the multifamily market.

UNITE will give property managers and owners in the multifamily sector a number of noteworthy benefits. Besides providing a more effective way to manage their properties, it will reduce key management time and costs while increasing profits. What's more, it allows for increased occupancy, retention, and rental rates, as renters and owners of multifamily units are demanding that their apartments offer more technology to enhance their living experience; therefore, locks using Bluetooth technology and RFID are in exceptionally high demand.

» **Kwikset Unite**

Kwikset's entry into the electronic side of the multifamily housing market is being catalyzed by two key factors:

- The company has extensive experience in the multifamily housing market via its mechanical lock business. Consequently, Kwikset is familiar with the specific needs, objectives, and pain points of this unique sector.

- Kwikset also boasts a great deal of expertise with electronic locking solutions, as evidenced by its overwhelming share of the single-family residential market.

While multifamily property managers and owners will comprise the primary audience for UNITE, secondary sales channels include builders and developers, hardware dealers, wholesale distributors, general contractors, LV systems integrators, and third-party software providers. UNITE will provide benefits for a wide variety of audiences in the multifamily sector.

The UNITE platform is expected to be available by the 3rd quarter of 2023. It will be sold through pro channel distributors and dealers.

VingCard Novel Hotel Door Lock Wins Award

» VingCard Novel from ASSA ABLOY Global Solutions has been named this year's Product Design winner at the Red Dot Design Awards. As a next generation door lock solution engineered to address the hotel security needs of today and tomorrow, VingCard Novel significantly gained praise for its ability to blend in seamlessly with any property's style and for its unique modular design approach to components.

» **Award-winning VingCard Novel**

While all hardware is encased within a sleek, yet customizable door handle, VingCard

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www.hudsonlock.com

Request Information: www.locksmithledger.com/ 10172692

Novel's game-changing advantage lies in its ability to keep pace with new advances in technology as well as shifts in industry trends. This includes the ability to stay up to date with the latest security encryption protocols while facilitating integrations with third-party solutions, including with technologies that have yet to be made available to industry businesses. Additional solution features that led to VingCard Novel's latest award win also include:

- Mobile Access ready activation
- Compatibility with digital wallet-based mobile keys
- Suitability for indoor and outdoor environments
- Durable components able to withstand against years of daily wear & tear
- Use of sustainable materials and manufacturing practices to safeguard eco-friendly reputations

"VingCard Novel is a fantastic product and a true confirmation that we are focusing on the right aspects of product design. Since it was first presented, it has been loved by our customers, especially architects and interior designers. Our focus has been to offer a product for indoor and outdoor use that meets all requirements and regulations while also providing a service and experience that's truly outstanding. Its super smart, convenient, user-friendly and features beautiful aesthetics made to last. Viewed from both a quality perspective and from a sustainable standpoint, the design of VingCard Novel elevates hotel stay experiences by making all doors look and feel complete," commented Perla Munhoz, the Global Head of Product Design at ASSA ABLOY Group.

For more information, visit www.assaabloyglobalsolutions.com/hospitality.

Request Information: www.locksmithledger.com/ 10210224

'Works with Latch' Partners with Marks USA

» Latch, Inc., maker of LatchOS, the full-building enterprise software-as-a-service (SaaS) platform, announced the completion of the first installation of Latch-powered Marks USA ArchiTech Series Networx Locks at Meridia Living's Meridia Village Commons in South Orange, NJ. Residents of the new construction building of 106 units will benefit from Latch's full-building smart access, flexible unlock methods, and concierge capabilities, delivering a seamless resident and property management experience.

» **Door view via Latch app**

"This first installation with Marks USA is a milestone in accelerating Latch's vision to make it easier for customers to deliver the best resident experience," said Jamie Siminoff, Latch's incoming CEO. "Marks USA locks integrated with Latch's technology should streamline new and retrofit installations moving forward and help expand Latch's footprint in new market segments. This installation serves as a proof of concept for similar opportunities in the future."

This integration merges Latch's app experience and Latch Lens with a vast array of customizable architectural door hardware from Marks USA, a division of NAPCO Security Technologies. The Latch

app enables authorized users and residents to unlock the door in whatever manner they choose, such as with an iOS or Android device, Apple Watch, keycard, or door code, for unparalleled convenience and flexibility.

"Working with Latch, we are able to deliver a modern, elevated access control experience to our customers and their end users, aesthetically matching Marks door locks inside and outside the building," said Stephen Spinelli, SVP ofsSales at NAPCO. "We are thrilled to complete our first installation together and look forward to bringing this more fluid user experience to more spaces and residents, teaming the considerable strengths of Latch's access control and property management technology with Marks USA Custom Locking."

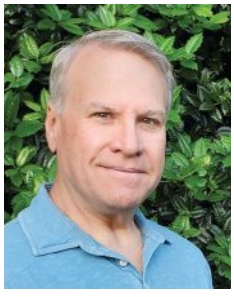
Meridia Living, along with Latch's installation partner Protection Technologies, helped make this project possible. In addition to managing the installation process, Protection Technologies was instrumental in the design, servicing, and support for this project.

For more information, visit www.latch.com.

People in the News

» **Dave Timmerman**, a 38-year veteran of the automatic door industry, is the new president of the American Association of Automatic Door Manufacturers (AAADM). He was previously serving as vice president of the association and has held various offices within it since 2019.

His extensive industry experience began in 1985, working in the field as a service technician and installer for Wild Automatic Door in Northern California. In 1991, Wild Automatic Door was purchased by Besam Entrance Solutions, becoming the second branch for the company. Timmerman would go on to hold the position of service manager for the Northern California branch. In 2002, he became an employee of ASSA ABLOY Entrance Systems when it purchased the Besam organization. In 2009, Timmerman became a regional trainer for ASSA ABLOY for the Western U.S. and Canada. In 2014, he became the director of code compliance and safety, a position he holds today. He is also one of the original AAADM instructors, starting when certification classes began in 1995.



» **Dave Timmerman**

Throughout his career, Timmerman has been a proponent of and believer in training and continuing education, which he expects to be a focus of his presidency. "For this year's renewal, inspectors will have to pass a short exam to recertify. I'm excited about the enhanced consistency of performance that will result," said Timmerman. "In addition, we would like to strengthen our training programs and add compelling ongoing education courses."

Timmerman has long believed that a mastery among installers and service technicians of ANSI standards pertaining to automatic doors is critical to maintaining high-quality performance of industry products in the field. "ANSI standards can be open to interpretation," said Timmerman. "It's our job to provide our installers and service technicians with the tools and information they need to interpret and apply those standards consistently."

Timmerman's rise to the presidency came after the unexpected passing of AAADM's previous president, Len Pursell, who died in January following a brief illness. Timmerman and Pursell once worked together during their respective Besam days. "Len was staunch in his belief in what we're doing, both as AAADM and as an industry," said Timmerman. "He's going to be missed. We still talk about him often. I know I speak for many that it is our wish to honor his legacy."

The American Association of Automatic Door Manufacturers (AAADM) is a trade association of manufacturers of automatic pedestrian door systems. AAADM was founded in 1994 with the following mission: to increase awareness of automatic doors and accessibility needs; to increase education, training, and professionalism among installers and service providers; and to generally promote the safe use of automatic doors.

For more information, visit www.aaadm.com.

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DoorKing 1837 90 Series

DoorKing's 1837 90 Series telephone entry and access control system stores up to 3,000 phone numbers and 8,000 device codes and can be expanded to control up to 48 wired access points with optional Tracker Expansion boards (up to 24 wirelessly). The 90 Series housing offers a streamlined look, has enhanced locking and weather sealing and provides easy internal installation of optional components such as a card reader, LCD heater and TCP/IP adapter for a direct internet connection.

More info: www.doorking.com

» *www.locksmithledger.com/53059378*

Hanwha SolidEdge Serverless Camera System

Hanwha Vision is launching SolidEDGE, the first true serverless camera system with onboard Solid-State Drive (SSD) storage and an embedded WAVE VMS server. This unique cloud-managed solution addresses the need for efficient, scalable, and cost-effective surveillance solutions for security operations requiring multi-camera recording, remote access, and on-premises security system management.

The SolidEDGE camera is available in two models, the PNV-A6081R-E1T (1TB onboard storage capacity) and PNV-A6081R-E2T (2TB), both delivering high-quality, reliable video surveillance without a complicated setup.

Its customizable and flexible system structure enables easy remote access and management of on-premises security systems. Each SolidEDGE camera can connect and record up to five additional cameras, bringing the total number of cameras in a system to six, including the original SolidEDGE camera's video stream. Users can also merge up to 30 SolidEDGE systems through WAVE Sync. The WAVE Sync feature also keeps systems up to date with regular software and security updates.

More info: https://hanwhavisionamerica.com/solidedge/

» *www.locksmithledger.com/53062274*

HID Seos Bamboo Cards

HID has introduced its Seos® Bamboo™ credentials made from sustainably sourced bamboo instead of PVC. The credential is part of HID's award-winning Seos security solution and is the first in a range of physical access security Eco Cards™.

The bamboo is certified by the Forestry Stewardship Council, an assurance that the material comes from responsibly managed forests that provide environmental, social and economic benefits. Seos Bamboo cards also support organizations seeking green building certifications, including the internationally accepted Leadership in Energy and Environmental Design (LEED), the Building Research Establishment Environmental Assessment Method (BREEAM®), and the Zero Waste to Landfill certification.

More info: https://info.hidglobal.com/2023pacsemea05sustnbltybambooemlecocardregistrations_LP2022.html

» *www.locksmithledger.com/53060689*

Camden Introduces Highly Aesthetic Surface-Mount Rim Strike with Preload

Camden Door Controls has introduced a new, all-black model of its award-winning surface mount RIM strike with preload. This sleek CX-EPD1289L-BK grade 1 surface mount RIM strike with latch monitoring also offers a 'Universal' strike design that delivers unsurpassed application flexibility, with both UL security and fire listings.

The primary reason RIM strikes fail to operate is due to pressure on the keepers of the strike, known as preload. It can be caused by differences in air pressure on each side of the door, a misaligned door, or simply someone pushing on the door before the strike is unlocked. But regardless of the cause, Camden's 1289L RIM strike will continue to operate without failure, and is designed to get you off the job faster. It can help reduce future service calls and eliminates the need to stock a range of RIM strike models. Installation is quick and easy, as a metal mounting jig is included in the package.

For more information, please visit https://www.camdencontrols.com/products/CX_EPD_1289L

» *www.locksmithledger.com/53061222*

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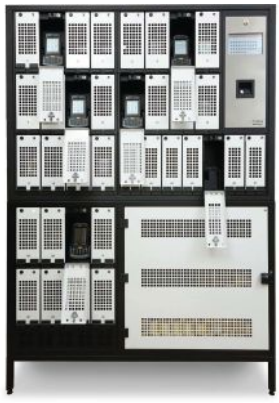
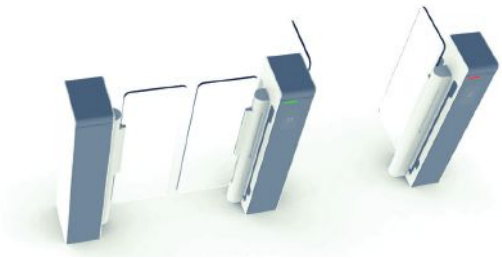
Traka intelligent lockers enable you to maintain total control, by determining who can access your valuable assets, such as laptops and tablets, and when. While the locker identifies, charges, and secures each device, our TrakaWEB software records all user activity, and empowers you know exactly who is in possession of any asset, in real-time. helping businesses reduce costs and administration time connected to loss prevention. Traka's unique locker systems can also be offered as a modular or simple standalone solution, to provide secure, self-managed storage. This option is ideal for situations where temporary storage is required, often in a hybrid or multi-use environment where there are many users needing short-term storage. These systems are designed to accommodate flexible use whether temporary or permanent.



More info: www.traka.com

» *www.locksmithledger.com/53062255*



dormakaba Argus V60 Sensor Gate

The new compact Argus V60 sensor gate from dormakaba has won three prestigous awards: the iF DESIGN AWARD 2023, the German Design Award Special 2023 and the ISC West 2023 Best New Wired Access Control Product. With its housing dimensions of 240mm x 180mm, Argus V60 proves to be the smallest fully-fledged sensor barrier on the market.

The compact Argus V60 sensor barrier gives architects and users more freedom without compromising on personal protection and separation detection. The sensor barrier ensures reliable people flow control, particularly in areas such as foyers with elevator systems or within office buildings. For separating floors or in entrance areas of buildings, the interlock can be integrated into the smallest installation space.

More info: www.dormakaba.com

» *www.locksmithledger.com/53062257*

NAPCO Prima

Napco's Prima™ 7-inch Super Panel is an award-winning, slim-profile all-in-one touchscreen panel that intuitively and beautifully controls security, fire, HD video and Z-Wave automation and generates RMR. Installation is easy, with simple sensors, onscreen how-to tutorials and a creation wizard, one-button video camera activations, and a "go-live" central station connect feature.

Features include voice assistant, 4MP camera, onscreen two-way live video from cameras or doorbell, matching app, as well as pro upsell accessories for residential systems. Prima video doorbells have one-button activation, long-life and self-healing connectivity, as well as hard-wired or wireless options.

More info: www.napcosecurity.com

» *www.locksmithledger.com/53062273*

Zoo Hardware Bathroom Hex Locks

Zoo Hardware has introduced a new bathroom lock accessory in response to the United Kingdom Department for Education's Technical Annex 2D: Internal Elements and Finishes Part 5.2.2. The Hex release options of bathroom turns have been introduced to meet the requirements of the document in relation to bathroom locks being used in schools that need to be locked from the inside by turn or lever, and released from the outside by a hexagon or star profile key, therefore excluding more traditional designs such as coin slot or square drive type releases.

More info: https://www.zoohardware.co.uk/

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July 29: IDN-H Hoffman Milwaukee Trade Show. More info: www.idn-inc.com

» AUGUST

Aug. 6-12: ALOA 2023, Hilton Orlando, Orlando, Florida. More info: www.aloa.org

Aug. 9-11: IML Arizona Expo, Phoenix. More info: www.imlss.com

» SEPTEMBER

Sept. 10-15: DHI Fall Technical School, Raleigh, N.C. More info: https://www.dhi.org/DHI/About-DHI/What's_Ahead_for_DHI.aspx

Sept. 11-13: GSX, Kay Bailey Hutchison Convention Center, Dallas. More info: www.gsx.org

Sept. 15-16: Doyle Security 37th annual Trade Show and Educational Weekend, Minneapolis. More info: www.doylesecurity.com

Sept. 28: Access Control Summit, Washington DC. More info: https://www.leeodess.com/acs23

» OCTOBER

Oct. 20: IDN-H Hoffman Chicago Trade Show. More info: www.idn-inc.com

Oct. 25-26: Security Canada Central, Toronto Congress Center, Toronto, Ontario. More info www.securitycanada.com

Oct. 25-29: Yankee Security Convention, Springfield, Massachusetts. More info: www.yankeesecurity.org

Oct. 25-26: DHI ConNextions 2023, Boston. More info: www.dhiconnextions.com/

» NOVEMBER

Nov. 8-10: IML Nevada Expo, Las Vegas. More info: www.imlss.com

Nov. 14-16: ISC East, Javits Center, New York City. More info: www.discoverisceast.com

Nov. 18: Louisiana Life Safety & Security Association Annual Conference, Pontchartrain Center, Kenner, Louisiana. More info: https://llssa.org/convention/

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Allegion Training: us.allegion.com/en/home/training.html

Alarm Lock and Marks USA Training: www.alarmlock.com/seminars

American Key Supply Locksmith University: https://www.americankeysupply.com/pages/las-vegas-locksmith-university-lvlu

ASSA ABLOY Academy: www.assaabloyacademy.com/en/americas/

Detex webinars: www.detex.com/upcomingtraining/

dormakaba training: www.dormakaba.com/us-en/support/training

Mul-T-Lock Academy: www.mul-t-lock.com/us/en/mtl-academy

Paxton Access: https://www.paxton-access.com/us/training/

SALTO Systems: saltosystems.com/en-us/news/salto-certified-training-program-2022/

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Autel US Inc.	43	www.locksmithledger.com/21091903
Banner Solutions	3	www.locksmithledger.com/10173696
Camden Door Controls	13	www.locksmithledger.com/10172172
Hollon Safe	50	www,locksmithledger.com/10210224
HPC, a Hudson Lock Co.	49	www.locksmithledger.com/10172692
Kaba Ilco Corp.	59	www.locksmithledger.com/10172820
KSP	51	www.locksmithledger.com/10172890
Lab Security Systems	23	www.locksmithledger.com/10172735
Lockmasters Inc.	21	www.locksmithledger.com/10173488
Salto Systems	Cover Tip	www.locksmithledger.com/10174710
Salto Systems	9	www.locksmithledger.com/10174710
Seclock	1, 60	www.locksmithledger.com/10174116
Seco-Larm	35	www.locksmithledger.com/10174070
SDC - Security Door Controls	41	www.locksmithledger.com/10173373
Select Products Limited	7	www.locksmithledger.com/10174833
Top Notch Distributors	5	www.locksmithledger.com/10174183
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10 YEARS AGO

July 2013's cover focus was new products, and many of those products are still on the market today. Introductions included the **Von Duprin** PowerJump ICPT, **Alarm Lock** Trilogy Networx with global lockdown capability, the **CompX** RegulatoR cabinet lock, **KSP** Slide Cap Cores, the **TownSteel** Rejuvenator Series and **Sargent** and **Corbin Russwin** PoE locks. (This year, August will be our new products issue, timed to coincide with the ALOA Security Expo). Jerry Levine wrote about the **Norton** 6000 Series low-energy power door operators. Gale Johnson tested the **Keyline** Ninja key machine. Tim O'Leary wrote about **Medeco** M3 Logic, billed as "the next logical step in key control." He also provided an overview of delayed egress systems. An electronics roundup highlighted touchless door operators, many years before COVID-19 brought them to the forefront. **ASSA's** high-security patented key system, Maximum+, was introduced. The Builders Hardware Manufacturers Association provided an article on testing and standards for electrified builders hardware. Greg Waugh wrote an article on **PACLock**'s specialty padlocks.

20 YEARS AGO

Dale Bowman presented a historical background of past and present **Medeco** high security lock systems. Tim O'Leary introduced some new smart add-on security products. Stephen Fish wrote about the **Ilco** SDD programmer. Dick Brandon explained the T-Code programmer, sold through **Auto Security Products**. Gale Johnson described how a locksmith company solved a threshold problem with **Pemko** thresholds. O'Leary checked out an **Ilco** Simplex 5000 lever lock. Jerry Levine installed a **Norton** Powermatic 6900 series automatic door closer. O'Leary also provided information on Trine electric strikes. Tom Gillespie gave examples of how to best utilize your locksmith shop space. Rod Oden explained how large national accounts use IC core lock systems. Jeff Trepanier wrote a basic course on cam lock ABCs. Steve Kaufman had an excellent interview with the late Hank Printz.

We Deliver! Tips for Getting Safes Inside Your Customers' Homes

For those locksmiths who are thinking about starting to sell safes, specifically gun safes, it is extremely important to consider the best way to get those safes to the customers' locations.

There are two basic methods:

- **The locksmith delivers the safe**
- **The locksmith hires a delivery service.**

Hiring a company to deliver safes is expensive. It will dramatically cut into your bottom line. On the other hand, delivering a safe is not easy. Safes are bulky, cumbersome and heavy. The average gun safe weighs about 700 pounds.

Safe-Moving Equipment: The necessary equipment to deliver a gun safe is determined by the weight and size. The heavier the safe, the more expensive the equipment that will be required. Stair-climbing hand trucks are sold by their capacity.

Safes can be more than four feet wide and 28 inches deep, making it difficult to navigate through narrow hallways and around corners.

The equipment necessary to move a safe includes a 20-21" wide pallet jack with 28" to 32" long forks and a trailer or liftgate-equipped truck. Think about the largest safe you are planning on selling. This can help to determine the weight capacity of the vehicle or trailer.

Inside Delivery: Once the safe is at the delivery location, the safe has to be moved into a specific location. This requires a method of getting the safe inside, possibly up steps, through narrow hallways, over thresholds, covering a variety of flooring. This can be accomplished by using a hand truck, Johnson (pry) Bar, pallet jack, four wheel furniture dolly, etc. However, no matter what safe moving equipment is used, the types of flooring and any thresholds must be considered.

The job must be completed without damage or dirt. Before using any wheeled tool, wash the tires prior to entering the delivery location. For additional protection, you can also place Medical Booties Shoe Covers over the wheels.

Once the safe is in the proper position, leveled and bolted down, change and test the combination of the safe. Then have the customer enter the combination and open the door.

Read the full article at https://locksmithledger.com/10947965

The Back Page and You!

If you come across a story that you would like to see on the Back Page, feel free to send it in! Please send all responses to: pragusa@endeavorb2b.com and epike@endeavorb2b.com with the header Attn: Back Page

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